Model 8520

User Guide

Quick Reference Guide to Frequently-Used Features

These are the **basic** instructions for the most frequently-used telephone and voice mail features for Inter-Tel endpoints. For detailed information about these and other features, refer to the complete instructions in the appropriate user guide.

Placing an Intercom Call

1. Dial an extension number.
2. *If your call goes through handsfree to the called endpoint's speaker,* speak after you hear a double tone.

   If you hear continuous ringing, wait for the call to be answered.

Placing an Outside Call

1. With or without the handset lifted, press OUTGOING or dial the Outgoing Call feature code (the default feature code is 8).
2. Dial the desired number. *(If you hear a single progress tone,* you must dial an account code before you can place your call.)

Answering an Intercom or Outside Call

EITHER, Respond handsfree (if enabled).

OR, Lift the handset for privacy.

OR, Press , SPKR, or ANSWER.

OR, Press the flashing IC (Intercom) button.

Placing a Call on Hold

While on a call, press or HOLD. Hang up or place another call. To return to the call, lift the handset an then press , HOLD, or the flashing button.

Placing an Emergency Call

Dial 9 1 1 (in the U.S.) or 9 9 9 (in Europe) to automatically place a call to the system's programmed emergency number. You do not have to select an outside line first.

CAUTION

If you are using an IP or SIP endpoint, consult your system administrator and your local Inter-Tel servicing company for important information about dialing emergency services before you begin using it.

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Placing A Conference Call

1. While on the first call, press CNF. The call is now on hold.
2. Place an intercom or outside call, then press the flashing CNF button to place the call on hold. (If necessary, repeat this step to place a third call on hold.)
3. Press the flashing CNF button to join all of the calls together in the conference.

NOTE: Conference calls are limited to three parties on SIP endpoints.

Forwarding Calls

1. Press FWD. (Six-line display model users must then select a menu button.)
2. Do one of the following:
   - **To forward to an outside telephone number:** Select an outside line and dial a telephone number.
   - **To forward to an extension number:** Dial the extension number.
   - **To forward to your voice mailbox:** Dial the voice mail extension.

To cancel call forwarding:

1. Press FWD.
2. *If you have a six-line display endpoint*, press the **FWD OFF** menu button.
   If you have a non-display or two-line display endpoint, press , SPKR, or lift and replace the handset.

Responding to a Waiting Call

If you hear a "call waiting" tone through your handset or headset, either end your current call or place it on hold. Then press , SPKR, ANSWER, or the flashing button.

Changing Volume Levels

EITHER, Press the high ( ) or low ( )end of the Volume button.
OR, Press the Up or Down arrow on the Volume button.
OR, Press the **VOL UP** or **VOL DN** button.

To save your change:

EITHER, Press both ends of the Volume button at the same time.
OR, Press the middle of the Volume button.
OR, Press both **VOL UP** and **VOL DN** buttons at the same time.

Redialing a Number

Select an outside line and press REDIAL or dial 3 8 0. The number is automatically dialed.

PAGING

1. Lift the handset and press PAGE or dial 7.
2. Dial the desired page zone number (0-9).
3. After the tone, make your announcement and hang up.

NOTE: The Page feature is not supported in SIP mode.

TRANSFERRING A CALL TO AN EXTENSION/OUTSIDE NUMBER

1. Press TRANSFER or XFR.
2. Dial the desired extension or telephone number.
3. Wait for an answer, announce the call, and then hang up.
   If the number is busy, there is no answer, or the transfer is refused, press , SPKR, or the flashing button to return to the caller. (Press for SIP mode.)

TRANSFERRING A CALL TO VOICE MAIL

1. Press TRANSFER or XFR.
2. Dial the voice mail extension number.
3. Hang up to send the call to the voice mail menu (so that the caller can enter the mailbox number).

USING REVERSE TRANSFER (CALL PICKUP)

1. Lift the handset and dial 4.
2. Dial the extension number where the call is ringing or holding.

ACCESSING YOUR MAILBOX

NOTE: If your voice mail system has Automatic Speech Recognition (ASR) capability and it is enabled for your mailbox, you can complete voice mail tasks by issuing spoken commands *or* by pressing dialpad digits.

If your MSG *button is lit and you have a message from voice mail:*

1. Lift the handset or press or press SPKR.
2. Press MSG. A call is automatically placed to the voice mail system.
3. Enter your personal password and press #.

If your MSG *button is not lit:*

1. Dial the voice mail extension number. (You hear the main menu.)
2. During or after the greeting, say "Login" or press * to identify yourself as a subscriber.
3. Say or enter your mailbox number.
4. Enter your mailbox password (if programmed). Then press #.

Accessing Voice Mail Messages

1. Access your mailbox as described on page 3.
2. *If E-Mail Reader is enabled for your mailbox,* say "Voice Mail" or press **1**.
   If E-Mail Reader is not enabled for your mailbox, skip this step.
3. Select one of the following:
   - Say "New" or press **1** to listen to new messages.
   - Say "Saved" or press **3** to listen to saved messages.
4. While you are listening to a message, you can use the following options:
   - Say "Skip" or press **#** to skip to the end of the recording.
   - Say "Backup" or press **1** to back up.
   - Say "Pause" or press **2** to pause. (Press **#** to continue.)
   - Say "Forward" or press **3** to skip ahead.
   - Say "Lower" or press **4** to lower the volume.
   - Say "Envelope" or press **5** to play the message envelope.
   - Say "Higher" or press **6** to raise the volume.
   - Say "Save" or press **7** to save the new message in your mailbox.
   - Say "Delete" or press **9** to delete the message from your mailbox.
5. When the message has finished playing, you have the following options:
   - Say "Replay" or press **1** to replay the message from the beginning.
   - Say "Reply" or press **2** to reply to the message.
   - Say "Forward" or press **3** to forward a copy of the message.
   - Say "Previous" or press **4** to listen to the previous message.
   - Say "Envelope" or press **5** to play the introductory message envelope.
   - Say "Next" or press **6** to listen to the next message.
   - Say "Save" or press **7** to save the new message in your mailbox.
   - Say "Delete" or press **9** to delete the message from your mailbox.

Recording and Sending Voice Mail Messages

1. Access your mailbox as described on page 3.
2. Say "Record" or press **2**.
3. Say or enter the mailbox number where you want to leave the message.
4. Say "Yes" or press **#** to accept the subscriber's name.
5. Record your message after the tone.
6. When finished, hang up to deliver the message or press **#** to access more options.

Message Options*

Below is a summary of the options you can use when accessing messages, after playing messages, and when recording voice mail messages.

#	LISTENING TO MSG	AFTER MSG PLAYS	LEAVING MSG
1	Back Up	Replay the message	Replay the message
2	Pause	Reply to the message	Append the message
3	Skip forward	Forward a copy	Erase and re-record
4	Lower volume	Listen to previous msg	—
5	Play envelope	Play envelope	—
6	Increase volume	Listen to next message	—
7	—	Save the message	—
8	—	—	—
9	—	Delete the message	Access delivery options
*	—	—	Cancel
#	Skip to end	—	Send message and exit

*Message options vary based on media type.

Feature Codes*

CODE	FEATURE NAME	CODE	FEATURE NAME
391	Account Code – All Calls	324	Hunt Group Remove/Replace
390	Account Code – Optional	303	LCD Contrast Control
326	ACD Agent Log In	365	Message
327	ACD Agent Log Out	366	Message - Cancel Msg Left
328	ACD Agent Log In/out	368	Message -Cancel Msg On Endpt.
329	ACD Agent Wrap-up Term.	367	Message - Silent
375	Agent Help Request	314	Microphone Mute
376	Agent Help Reject	7	Page
361	Automatic Intercom Access	325	Page Remove/Replace
360	Automatic Line Access	397	Program Buttons
350	Automatic Line Answer	392	Program Station Password
313	Background Music	6	Queue (Callback) Request
355	Call Forward All Calls	385	Record-A-Call
357	Call Forward If Busy	380	Redial
356	Call Forward If No Answer	331	Redirect Call
358	Call Fwd. If No Answer/Busy	305	Reminder Message
5	Conference	306	Reminder Message Cancel
394	Default Station	359	Remote Programming
307	Directory	4	Reverse Transfer
300	Display Time And Date	396	Review Buttons
372	Do-Not-Disturb On/Off	377	Ring Intercom Always On/off
373	Do-Not-Disturb Override	398	Ring Tone Selection
395	Feature Button Default	382	Station Speed Dial
312	Group Listen	383	Station Speed Dial Program
319	Handsfree On/Off	354	System Forward On/Off
317	Headset On/Off	381	System Speed Dial
336	Hold – Individual	399	Switch Keymap
335	Hold – System	346	Transfer To Hold
330	Hookflash (Recall in Europe)	345	Transfer To Ring

*Some feature codes may not apply to your endpoint. For a list of feature codes specific to your endpoint, consult the user guide.

Telephone System and Voice Mail Feature Guide

Using Voice Mail

To access your mailbox:

1. Dial the voice mail extension number.
2. Say “Login” or press * and say or enter your mailbox number.
3. Enter your password and press #.
4. Voice mail plays the main menu for your mailbox type and guides you through the available options.

Standard Voice Mailbox Main Menu:

TO...	SAY	PRESS
Access new voice mail messages	“New”	1
Record voice mail messages	“Record”	2
Access saved voice mail messages	“Saved”	3
Access personal mailbox options	“Personal”	4
Access message options	“Options”	5
Disable Automatic Speech Recognition	“Disable”	8

Advanced Mailbox Main Menu:

TO...	SAY	PRESS
Access voice mail messages	“Voice mail”	1
Record voice mail messages	“Record”	2
Access e-mail messages	“E-mail”	3
Access personal mailbox options	“Personal”	4
Access message options	“Options”	5
Access faxes	“Facsimile”	6
Disable Automatic Speech Recognition	“Disable”	8

Remote Feature Access

Remote Feature Access allows you to change your station password, place your endpoint in Do-Not-Disturb mode, and forward calls from another endpoint or through a special dial-up line.

If you do not hear a tone after each step, or if you hear repeating tones, you have made a mistake or the feature is restricted. Start over.

To use Remote Feature Access:

1. *EITHER,* call _____ (number provided by your system administrator). If required, enter your password.
   OR, use any endpoint on the system.
2. Enter **3** **5** **9**.
3. Enter your extension number.
4. Enter your password and press **#**. You can now use the features described below and at right.

To change the station password:

1. Enter **3** **9** **2**.
2. Enter your current password and press **#**.
3. Enter the new password and press **#**.
4. Enter the new password again for verification and press **#**.

To turn on Do-Not-Disturb:

1. Enter **3** **7** **0**.
2. Enter message number 01-20 (see the default DND message list below).
3. If desired, enter the optional second-line message text (see the dialpad character chart on the next page).
4. Hang up.

To turn off Do-Not-Disturb:

Enter **3** **7** **1** and hang up.

Do-Not-Disturb Messages

01	DO-NOT-DISTURB	**11**	OUT OF TOWN 'TIL
02	LEAVE A MESSAGE	**12**	OUT OF OFFICE
03	IN MEETING UNTIL	**13**	OUT UNTIL
04	IN MEETING	**14**	WITH A CLIENT
05	ON VACATION* 'TIL	**15**	WITH A GUEST
06	ON VACATION*	**16**	UNAVAILABLE
07	CALL ME AT	**17**	IN CONFERENCE
08	AT THE DOCTOR	**18**	AWAY FROM DESK
09	ON A TRIP	**19**	GONE HOME
10	ON BREAK	**20**	OUT TO LUNCH

*VACATION is replaced by HOLIDAY in European systems.

Dialpad Characters

	NUMBER OF TIMES BUTTON IS PRESSED				
BUTTON	1	2	3	4	5
1	-	&	(	)	1
2	A	B	C	'	2
3	D	E	F	!	3
4	G	H	I	*	4
5	J	K	L	# or /	5
6	M	N	O	Ñ or #	6
7	P	Q	R	S	7
8	T	U	V	?	8
9	W	X	Y	Z	9

NOTE: The characters associated with the 5 and 6 dialpad digits are dependent on the software version.

To turn on Call Forward:

1. Enter one of the following Call Forward feature codes:

All Calls	355
If No Answer	356
If Busy	357
If No Answer/Busy	358

2. Enter an extension number or enter a line access code followed by an outside telephone number.
3. Hang up.

To turn off Call Forward:

1. Enter **3** **5** **5**.
2. Press **#** and hang up.

Notice

This Inter-Tel® user guide is released by Inter-Tel, Inc. as a guide for end-users. It provides information necessary to use the Model 8520 endpoint. The contents of this user guide, which reflect current Inter-Tel standards, are subject to revision or change without notice. Some features or applications mentioned may require a future release and are not available in the initial release. Future product features and applications are subject to availability and cost. Some features or applications may require additional hardware and/or specific software.

Some system features can only be accessed by an administrator. For information about these features, see the Frequently Asked Questions on page 95.

For sales, service, or technical support, contact your local authorized Inter-Tel provider.

Comments about this user guide or other technical documentation should be directed to Inter-Tel's Technical Publications Department at: Tech_Pubs@inter-tel.com

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Finding Your Way

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WELCOME

Your new Model 8520 provides access to several features, each of which is described in this guide. The *About This Guide* section below lists the different sections in this user guide and describes the type of information you can find there. If you need to access information quickly, refer to the *Quick Reference Guide* attached to the front of this guide. You can also tear out the pocket guide to keep as a handy reference for features you are likely to use while away from the office (Remote Feature Access and Voice Mail).

ABOUT THIS GUIDE

This guide contains instructions for using the Model 8520 on the Inter-Tel® telephone system. To help you find information more quickly, this guide is divided into five separate sections, as indicated by the tabs.

These sections include the following:

- **Finding Your Way:** This section provides you with a picture of the Model 8520 and includes general information designed to help you find what you need.
- **Getting Started:** This section includes basic endpoint and voice mail information, and provides instructions on how to perform everyday tasks, such as answering calls, making calls, and using voice mail.
- **Moving On:** In this section you'll learn how to use advanced endpoint and voice mail features.
- **Using E-Mail Reader:** This section includes information on how to use the advanced messaging features available with E-Mail Reader.
- **Learning More:** This section outlines how your administrators can help if you experience a problem with your endpoint. It also provides you with a list of Frequently Asked Questions (FAQs) so you can troubleshoot problems and learn more about the system.

In addition, this guide contains a list of default feature codes (see page 98) and an index (see page 103) for easy reference.

NOTE: Because the telephone system is very flexible and programmable, the procedures for using the features might vary slightly from the descriptions in this guide. If so, your trainer or system administrator can tell you how your system differs and how to use the features.

About Your Endpoint

Your endpoint has two basic types of buttons in addition to a display and a Message Indicator lamp.

- **Dialpad buttons:** Allow you to enter numbers and letters.
- **Feature buttons:** Provide quick access to various telephone and voice mail features.

NOTE: This is the default configuration. Your buttons may have been programmed differently. If you are uncertain about the configuration, ask your system administrator.

Feature Button Functions

The feature buttons are designed to automate some of the commonly-used functions, such as dialing an outside number. Each of these is described in the table below.

BUTTON	IF YOU...	YOU CAN...	PG.
ANSWER	Press ANSWER	Answer a call.	22
OUTGOING	Press OUTGOING and dial the number	Place an outgoing call.	21
CALL	Press an unlit CALL button or the flashing button	Select an outside line or answer a call.	21, 22
IC	Press IC	Access an intercom call.	19
DND	Press unlit or lit DND	Enable/disable Do-Not-Disturb mode.	42
CNF	Press CNF and dial the numbers you would like to add to the conference	Place a conference call.	24
	Press (International Hold Symbol)	Put a call on hold.	23
TRANSFER	Press TRANSFER and dial the destination number	Transfer a call.	25
SYS SPDL	Press SYS SPDL	View or access System Speed-Dial numbers.	58
STN SPDL	Press STN SPDL	View or dial Station Speed-Dial numbers.	56
PAGE	Press PAGE	Choose a page zone to place a page.	60
REDIAL	Press REDIAL	Redial a telephone number or save the last number dialed.	28
	Press and hang up	Put a call on the speaker.	31
MSG	Press MSG	Leave or listen to a message.	33
MUTE	Press MUTE	Mute the microphone.	31
FWD	Press FWD and dial the destination number	Forward calls to the specified number.	27
	Press the high or low end of the volume button	Adjust volume during a call.	43

In addition to the buttons identified in the preceding table, your endpoint has a Special button (∞). Depending on how your telephone system is configured, you may need to press this button before you dial a feature code.

NOTE: Because the telephone system allows customized feature buttons, your endpoint may have been reprogrammed so that the feature buttons do not match those described in this guide.

Display

Your Model 8520 has two lines of display with 16 characters per line. When your endpoint is idle, this display shows your extension number, your username, the time of day, and the date. At other times, it may display reminder messages, Do-Not-Disturb (DND) messages, numbers dialed, call sources, elapsed time of calls, current call costs, error messages, etc.

Because the display can only support 16 characters, you may see a few abbreviations. The most commonly used abbreviations are provided in the table below.

ABBREVIATION	WORD/PHRASE
ACCT CODE	Account Code
CNF	Conference
DEST	Destination
DIR	Directory
DND	Do-Not-Disturb
EXT	Extension
MSG	Message
RCL	Recall
SPKR	Speaker
SPKRPHN	Speakerphone
STN SPD	Station Speed Dial
SYS SPD	System Speed Dial
TFR	Transfer
TG	Trunk Group (a group of outside lines)
TRNK	Trunk (an outside line)

Message Indicator Lamp

The Message Indicator lamp (located at the top, right corner of the endpoint) shows the same indications as the MSG button. The Message Indicator lamp flashes whenever there is a waiting message.

NOTE: By default, the message lamp is programmed to light when you receive a new voice mail message. However, this lamp can be programmed for other functions. Check with your system administrator if you are unsure what your endpoint's lamp is programmed to indicate.

DSS/BLF and Mini-DSS

Generally, the Model 8450 Direct Station Selection/Busy Lamp Field (DSS/BLF) unit is used by individuals that handle a high volume of incoming calls, such as receptionists. The DSS/BLF provides one-button access to up to 50 extension numbers or a programmable feature. For more information about programming and using the DSS, refer to the current *Administrator's Guide* (part no. 550.8001).

The Model 8416 Mini-DSS unit is a scaled-down version of the full-sized DSS/BLF unit. This optional unit adds 16 user-programmable buttons to your endpoint. These buttons can be programmed as any of the following:

- **DSS buttons:** Provide one-button access to extension numbers and display the status of the extension associated with the button (see page 62).
- **Feature buttons:** Provide quick access to frequently-used features (see page 61).
- **Secondary extensions:** Allow one-button access to calls ringing or holding at another station (see page 63).

NOTE: Instructions for attaching the Mini-DSS to your endpoint are included with the unit.

The DSS/BLF and Mini-DSS lamps indicate the status of the extension or feature assigned to the button. These indications are shown in the table below.

If the lamp is...	Then...
Solidly lit	The associated extension is busy, or the associated feature is enabled.
Flashing slowly	The extension is in Do-Not-Disturb.
Flashing rapidly	The extension has a call ringing in.
Fluttering continuously	The extension is causing a STATION OFF-HOOK system alarm.

ABOUT VOICE MAIL

Voice mail is an application that is part of the Inter-Tel voice processing system. Using voice mail, you and other callers can send and receive recorded messages from any supported endpoint on the system. To use voice mail features, each user (or subscriber) is assigned a mailbox, which usually corresponds to the extension number assigned to your endpoint. You can, however, have an unassociated mailbox that does not correspond to an extension. (Unassociated mailboxes are typically used for agents or other personnel who don't have a permanent office.)

With your mailbox, you can use personal or system greetings to let callers know if you are out of town, on a call, etc. If a caller reaches your mailbox, they can leave a message, hang up, or access an attendant. In addition, if your voice mail administrator sets up one or more "group lists" of mailboxes, you can send a message to a group of people by entering one number instead of everyone's individual mailbox number.

Inter-Tel voice mail systems support the following types of mailboxes:

- **Advanced Mailbox:** If E-Mail Reader is enabled for your mailbox, you have access to voice mail, e-mail, and fax messages in your mailbox. You can also customize your personal mailbox options, and access advanced messaging features. See page 79 for information and instructions about using E-Mail Reader features. For a voice mail flowchart for advanced mailbox users, see page 91.
- **Standard Voice Mailbox:** This type of mailbox allows you to send and receive voice mail messages, record personal greetings, and allows you to customize personal mailbox options. A standard voice mailbox does not allow you to access e-mail and fax messages. For a voice mail flowchart for standard mailbox users, see page 109.

NOTE: If you have the Enterprise® Messaging (EM) voice mail system, you also have access to advanced communication and messaging features such as E-Mail Reader and Automatic Speech Recognition (ARS). For more information about EM, see page 9.

The instructions for many voice mail tasks are identical for standard voice mailbox and advanced mailbox users. The instructions for the following common mailbox tasks are included in the *Getting Started* and *Moving On* sections of this guide:

- Initializing your mailbox (see page 16)
- Recording your personal greetings (see page 17)
- Recording your voice mail directory name (see page 18)
- Accessing your mailbox (see page 34)
- Disabling and enabling ASR (see page 35)
- Accessing voice mail messages (see page 36)
- Recording and sending voice mail messages (see page 39)
- Canceling unheard voice mail messages (see page 41)
- Changing your mailbox password (see page 49)
- Changing the call screening transfer method (see page 51)
- Programming a fax destination (see page 52)
- Changing the message search order (see page 53)
- Programming remote messaging (see page 54)
- Screening calls (see page 65)
- Using the voice mail directory (see page 70)

Enterprise Messaging

Enterprise Messaging (EM) is the Inter-Tel messaging system that uses industry-standard protocols for communication and messaging. EM unifies communication and messaging by providing access to voice mail, fax, and e-mail messages in your mailbox. The EM system provides voice mail users with the following advanced messaging features:

- **Automatic Speech Recognition (ASR):** ASR can be enabled for the entire system or it can be enabled for specific applications (like voice mail) or mailboxes. When ASR is enabled for your mailbox, you can issue spoken commands to navigate the voice mail menus. ASR also allows subscribers and non-subscribers to navigate automated attendant menus, call routing applications, and search the directories. ASR can be enabled for standard voice mailboxes and advanced mailboxes (see page 7). For more information about ASR, see page 10.
- **E-Mail Reader:** E-Mail Reader allows you to access voice, e-mail, and fax messages from your mailbox. For e-mail messages, E-mail Reader uses Text-to-Speech (TTS) capabilities included with EM to convert the text in an e-mail message to a **`.wav`** file. For fax messages, E-Mail Reader announces the fax envelope. If E-Mail Reader has been enabled for your mailbox, your voice mail, e-mail, and fax messages are unified in one convenient location. For more information and instructions about how to use E-Mail Reader features, see the *Using E-Mail Reader* section, starting on page 79.

Consult your voice mail administrator to see if ASR and/or E-Mail Reader is enabled for your mailbox.

NOTE: EM also includes Unified Messaging inbound and outbound faxing capabilities. For information and instructions about Unified Messaging features, see Issue 2.3 of the *Unified Messaging User Guide*, part number 550.8121.

Automatic Speech Recognition (ASR)

Automatic Speech Recognition (ASR) is a feature available for systems using EM. Because ASR is a very flexible feature, it can be enabled or disabled on several different levels. When ASR is enabled for your mailbox, you can issue spoken commands to navigate the voice mail menus. ASR also allows subscribers and non-subscribers to navigate automated attendant menus, call routing applications, and search the directories using voice commands.

When you access voice mail, if you are given the option to say a command or press a dialpad digit to complete a task, then ASR is enabled for your mailbox. If you are only prompted to press a dialpad digit, ASR is not enabled for your mailbox. If your mailbox is not ASR-enabled, you can still navigate the menus and perform tasks by pressing the appropriate dialpad digits when prompted by the system.

When using ASR, follow these guidelines for best results:

- When completing a mailbox-related task, either say the command each time or press the dialpad digits each time.
- Use the handset when issuing spoken commands. Your endpoint's speaker can pick up background noise and other sounds, which may cause the system to misinterpret a command.
- Voice mail command words are shown on display endpoints. If your endpoint has a display and you don't hear the command word when the prompt is announced, look at the display for the appropriate voice command.
- When you use the dialpad digits to complete a task, you are sometimes prompted to press # to indicate to the system that you have finished entering digits. It is not necessary to say "Pound" or "Hash" when using ASR. The silence that follows your voice command replaces the # digit.
- While you are recording a message, ASR is temporarily disabled, therefore you cannot issue spoken commands to access options like pause and erase. If you attempt to issue a spoken command while you are recording, your recording will include the command you issued. To access the pause and erase options, you must press the appropriate dialpad digits.
- You cannot use ASR to set up your e-mail password (see page 83). For security reasons, you must enter your e-mail password characters by pressing the appropriate dialpad digits. Entering passwords this way prevents others from overhearing your password.
- If the system cannot interpret your voice commands for three consecutive attempts, ASR is temporarily disabled by the system for the current call. You can still complete tasks using the dialpad digits; however, you will no longer be prompted to say a command.
- You can temporarily disable ASR for the current call by selecting option eight from the main menu.

WHAT YOU SEE AND HEAR

As you can see, your Model 8520 and telephone system come equipped with many features. To help you understand what everything means, it is recommended that you read the following information *before* you use your endpoint:

- Your telephone system may be programmed for one or two dial tones. Systems with two dial tones have one for intercom calls and one for outside calls.
- Many features "time out" if you wait too long before performing the next step. If this happens, you must hang up and start over.
- If you hear four fast tones or repeating fast tones, you have pressed an invalid button combination, tried to select a restricted line, dialed a restricted or invalid number, dialed too slowly between digits, or waited too long before performing the next step. Hang up and try again.
- Some endpoint models have red/green lamps in the feature buttons. Green indicates a call is ringing, holding, or active on your endpoint. Red means the call is on another endpoint. If the buttons only light red, either your endpoint does not have the green lamps, or the system is not programmed to support the two lamp colors.

NOTE: Your endpoint may be programmed to always use red lamps for calls ringing directly to your endpoint. If you are uncertain about the configuration, ask your system administrator.

- The button lamps may be solidly lit or flashing to indicate the status of a call or feature. To avoid confusion, this guide uses different icons to signify that a lamp is unlit (CNF), lit, (CNF), or flashing (CNF).
- "Off-hook" means that either the handset is lifted or the speakerphone is on (is lit). "On-hook" indicates that the handset is in the cradle or the speakerphone is off. For example, you must first go "off-hook" to make a call, but you must go "on-hook" to end a call.
- If the MSG button and Message Indicator lamp are lit when using a directory or entering a message, you are in alphanumeric mode, which allows you to enter letters. If the MSG button and the Message Indicator lamp are unlit, you are in numeric mode and can only enter numbers and special characters.
- "Handsfree" mode indicates that a call is connected through the speakerphone (i.e., you don't have to lift the handset to speak). While in handsfree mode, you can make or receive calls.

SOFTWARE COMPATIBILITY

Depending upon which software version your telephone system is using, some of the features included in this guide may not be available for your endpoint. Check with your system administrator to see which software version your telephone system currently uses and if there are any features restrictions for your system.

The Model 8520 is compatible with Axxess® system software versions 7.0 and later, and Inter-Tel® 5000 system software versions 1.1 and later.

Endpoints using Axxess software versions 3.0 to 6.x have limited functionality in the following areas:

- The STN SPDL button will not work; however, you can still use this feature by dialing the Station Speed-Dial feature code (see page 56).
- The PAGE button will not work; however, you can still use this feature by dialing the Page feature code (see page 60).
- The Message Indicator lamp will not work; however, the MSG button will still function properly (see page 33).
- The dedicated headset audio jack will not work; however, you can still use the headset by plugging the headset into the handset jack and dialing the Headset On/Off feature code (see page 30).
- The optional Mini-DSS will not work.
- The TRANSFER, ANSWER, OUTGOING, SYS SPDL, and REDIAL lamps will not light.

The Model 8520 endpoint is not supported by software Axxess versions 3.0 and earlier.

NOTE: This information about compatibility applies to endpoints programmed to use the default button locations. Your buttons may have been programmed differently. If you are uncertain about the configuration, ask your system administrator.

Getting Started

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INTRODUCTION

Now that you know what your endpoint can do, it's time to start using it. In this section, you'll learn how to make and receive calls, transfer calls, retrieve voice mail messages, and much more.

ADJUSTING YOUR ENDPOINT'S VIEWING ANGLE

Your Model 8520 has an adjustable base that allows you to tilt your endpoint to enhance the viewing angle. There are two types of bases available on the endpoint, each of which allow you to adjust the angle of the endpoint. Use the appropriate instructions (listed below) to adjust the angle of your endpoint.

If your endpoint has a support mechanism that fits into holes on the base:

1. Position the bottom of the endpoint's base on a flat surface.
2. Tilt the endpoint to the desired angle.
3. Place the "feet" of the support mechanism in the holes on the base to secure the position of the endpoint.

If your endpoint has buttons located on the back to release the locking base:

1. Position the bottom of the endpoint's base on a flat surface.
2. Press both buttons on the back of the endpoint to disengage the base's locking mechanism.
3. Tilt the endpoint to the desired angle.
4. Release both buttons to lock the base in place.

NOTE: If you position your endpoint's viewing angle to 60 degrees or greater, it is recommended that you flip the handset hanger down to the horizontal position.

ADJUSTING YOUR ENDPOINT'S LCD CONTRAST

Some endpoints have a contrast control wheel that allows you to manually adjust the Liquid Crystal Display (LCD) contrast. This wheel is located on the back of the endpoint and can be adjusted while viewing the LCD screen.

For endpoints that do not have a contrast control wheel, you can use a feature code and the volume buttons to adjust the contrast on the LCD.

Depending on the type of display your endpoint has, you can adjust the contrast on your LCD using one of the following methods. When you adjust the contrast on the LCD, the endpoint must be in an idle state.

To adjust your endpoint's LCD contrast: (using the contrast control wheel):

1. While viewing the LCD screen, locate the contrast control wheel on the back, upper-right section of the endpoint.
2. Adjust the contrast of the LCD screen by turning the wheel clockwise (lighter) or counterclockwise (darker).

To adjust your endpoint's LCD contrast: (using a feature code):

1. With the handset in the cradle, dial **3** **0** **3**.
2. Adjust the contrast level of the LCD screen by one of the following methods:
   EITHER, Use the volume button (= darker, = lighter).
   OR, Press a number on the dialpad (1=lightest through 8=darkest) that corresponds to your desired contrast level.
3. Accept and save the contrast level by one of the following methods:
   EITHER, Press .
   OR, Lift and replace the handset.

SETTING UP VOICE MAIL

To begin using your mailbox you will need to complete a few basic set-up procedures to initialize your mailbox, customize your personal greetings, and record your voice mail directory name.

NOTE: If your telephone system uses Enterprise Messaging (EM), your mailbox may have the Automatic Speech Recognition (ASR) feature enabled. When ASR is enabled for your mailbox, you have the option of issuing a spoken command or pressing a dialpad button. See page 10 for ASR guidelines.

ALSO: If your mailbox has E-Mail Reader enabled, you have an advanced mailbox. See page 79 for information and instructions about using E-Mail Reader features.

Initializing Your Mailbox

To access voice mail, the first thing you need to do is initialize your mailbox. This allows you to change the default password for your mailbox, record your name for the company directories, and listen to the voice mail introduction.

To initialize your mailbox:

1. Dial the voice mail extension number. (You hear the main menu.)

   NOTE: If you do not know the voice mail extension number, check with your voice mail administrator.

2. Say "Login" or press * to identify yourself as a subscriber.
3. Enter your mailbox number using the dialpad digits.
4. Enter your default password using the dialpad digits.

   NOTE: Your mailbox number is your default password.

   If you want a password, enter a new password using digits 0-9 (up to 12 digits), and then press # when you are done. The messaging system plays back your password.

   If you do not want to use a password, just say "Skip" or press #.
5. Say "Accept" or press # to accept the entry or say "Erase" or press 3 to erase and re-enter your password. The system prompts you to record your directory name.

6. After the tone, record your first and last names.
7. When prompted, do one of the following:
   - Say “Accept” or press # again to accept the name.
   - Say “Replay” or press 1 to replay the name you just recorded.
   - Say “Append” or press 2 to add to your name.
   - Say “Re-record” or press 3 to erase and re-record your name.

NOTE: The system then plays a prompt that introduces you to the basic voice mail system features. You can skip this introduction by saying “Skip” or by pressing #, if desired.

Recording Your Personal Greetings

You can store two different personal greetings in your voice mailbox: a primary and an alternate. You may change or choose to use either greeting at any time. You can then select which greeting you want played when a caller reaches your voice mailbox. Because the purpose of this greeting is to tell callers why they have reached your voice mailbox, you should include the following information:

- Whether or not you are in the office and where you can be reached
- When you will be returning calls
- For callers who do not wish to leave a message, how to exit voice mail (say “Operator” or press 0 to return to the operator)

The following are some sample greetings to help you plan your message:

- **Primary Greeting:** Hello, this is _____. I am either on another line or away from my desk and cannot take your call at this time. If you need to speak to someone immediately, please dial zero now. Otherwise, leave a detailed message, and I will return your call as soon as possible. Thank you.
- **Alternate Greeting:** Hello, this is _____. I will be away from the office from *day/date* until *day/date*. If you need to speak to someone immediately, please dial zero now. Otherwise, leave a detailed message, and I will return your call when I return. Thank you.

You can also select the **System Greeting** if you do not want to record a primary or alternate greeting. The system greeting states, “Mailbox number (xxxxx) is not available.” Depending on how your system is programmed, the system greeting may also include, “After the tone, please record your message. When finished, you may hang up to deliver the message or press pound for more options.”

To record/change your personal greeting:

1. Access your mailbox as described on page 34.
2. Say "Personal" or press 4 to select the Personal Options Menu.
3. Say "Greeting" or press 1 to record or change your personal greeting.
4. Do one of the following:
   - Say "Primary" or press 1 to record and/or enable your primary greeting.
   - Say "Alternate" or press 2 to record and/or enable your alternate greeting.
   - Say "System" or press 3 to enable the system default mailbox greeting.
5. *If you selected the system greeting option,* hang up.

   If you selected the primary or alternate greeting option, record your greeting when prompted, then press #.

   If you already have a primary or alternate greeting, it is played when you select primary or alternate.

   You can then do one of the following:
   - Say "Accept" or press # to accept the greeting.
   - Say "Replay" or press 1 to replay the greeting.
   - Say "Append" or press 2, add to the greeting, and then press #.
   - Say "Erase" or press 3 to erase and re-record the greeting.
   - Say "Cancel" or press * to exit without changing your greeting.
6. Hang up.

Recording Your Voice Mail Directory Name

Your recorded name is used to identify you in the voice mail directory and to verify your mailbox number when messages are addressed to you. Although you record your name when you first initialize your mailbox, you can change it at any time.

To record your directory name:

1. Access your mailbox as described on page 34.
2. Say "Personal" or press 4 to select the Personal Options Menu.
3. Say "Name" or press 2. Your recorded name is played.
4. Do one of the following:
   - Say "Accept" or press # to accept your recorded name.
   - Say "Replay" or press 1 to replay your recorded name.
   - Say "Append" or press 2 to add to your name.
   - Say "Erase" or press 3 to erase and re-record your name. When you hear a tone, record your first and last name. Then say "Accept" or press # to accept your recorded name.
5. Hang up.

MAKING AND RECEIVING CALLS

Making and receiving calls is the basic purpose of any endpoint. With your Model 8520, you can make/receive intercom and outside calls and make emergency calls.

Intercom Calls

Your extension number allows other people to place intercom calls to you, without dialing any extra codes. And, because every endpoint in your telephone system is assigned an extension number, you can call other people in your system quickly and easily.

NOTE: Ask your system administrator for a list of extensions.

Placing Intercom Calls

To place an intercom call:

1. With or without the handset lifted, dial an extension number.
2. *If your call goes through handsfree to an endpoint's speaker,* speak after you hear a double tone.

   If you hear continuous ringing, wait for the call to be answered.

The telephone system allows you to place a non-handsfree call that will override handsfree mode on the extension you are calling. If you use the Ring Intercom Always feature to always send non-handsfree calls, the called party must pick up the handset to answer the call.

To place a non-handsfree call that will ring at the other endpoint until answered:

Press # before dialing the extension number.

To program your endpoint to *always* send non-handsfree calls using the Ring Intercom Always feature:

With the handset in the cradle, dial 3 7 7. The current status is shown.

If there is no answer or if the endpoint is busy when you place an intercom call, you can do any of the following:

- *To leave a station message:* Press MSG and then hang up.
- *To leave a voice mail message:* Press MSG and wait for the message center to answer. (See page 33 for more message options.)

NOTE: This option is only available if the called endpoint has a voice mailbox.

- *To camp onto a busy extension:* Stay on the line and wait for the endpoint to become available. Do not hang up. After the system timer expires, you hear music until the endpoint is available.

NOTE: You cannot camp on to an endpoint if it is in DND mode.

- *To request a callback (queue on to the endpoint):* Press 6 and hang up. When the endpoint is available, your endpoint rings. (To cancel the queue request before the callback, press 6.)
- *To use the Off-Hook Voice Announce feature (if the called endpoint is programmed for it):* Do not hang up. After the busy signals stop, you are automatically connected and may speak. (If you hear music or if the endpoint is in DND mode, your off-hook voice announce call will not go through.) This allows you to talk to the endpoint user on his or her handsfree speakerphone, even though the user already has a call in progress on the handset. This feature is not available if your endpoint has the Ring Intercom Always feature enabled.

Receiving Intercom Calls

Your endpoint can receive both intercom and non-handsfree intercom calls. If the handsfree feature is enabled on your endpoint, intercom calls are automatically answered. Non-handsfree intercom calls (see page 19) override the handsfree option.

If your handsfree feature is disabled, or if you receive a non-handsfree intercom call, you must pick up the handset or press a button to answer the call.

To enable or disable your endpoint's handsfree answering feature:

With the handset in the cradle, dial 3 1 9.

To receive an intercom call:

If the handsfree feature is enabled, respond handsfree.

If the handsfree feature is disabled, press or IC or lift the handset for privacy.

To receive a non-handsfree intercom call:

EITHER, Lift the handset for privacy.

OR, Press or IC to answer the call.

NOTE: You must lift the handset if the caller has the Ring Intercom Always feature enabled.

To redirect a ringing call to another extension or to an outside number:

1. Press ∞ and dial 3 3 1.
2. Enter the extension or outside number to which you want to redirect the call. See page 28 for more information.

If the Off-Hook Voice Announce feature is enabled for your endpoint, when you hear a single tone and see an incoming call display, you can do one of the following:

- **To accept the call on the speakerphone without ending your current call:** When you hear a double tone, you may talk handsfree with the caller through the speakerphone. (The caller on the handset will be able to hear both you and the party on the speakerphone.)
- **To block the call from coming through the speaker:**
  - Press to allow the incoming intercom call to camp on. The IC button flashes, and the call is placed on hold.
  - Press DND to place your endpoint in DND mode, if desired. (See page 42 for more information about DND mode.)

Outside Calls

With outside calls, you can talk to people who aren't members of your telephone system. When you make an outside call, however, you must dial any area codes or long distance digits that your telephone company requires.

Placing Outside Calls

To place an outside call:

1. With or without the handset lifted, press OUTGOING.
2. Dial the desired number.

> **NOTE:** If you see a request for an account code and hear a single beep, you must dial an account code before you can place your call (see page 64).

Depending on how your system is programmed, you may be able to use one of the following methods to select an outgoing line, instead of pressing the OUTGOING button:

- Dial the Outgoing Call feature code (default is 8).
- Press an unlit CALL button, if you have one.
- Dial a Select Line Group feature code (the defaults are 92001-92208 but may differ depending on the software version).
- Dial the Automatic Route Selection (ARS) feature code (the default is 92000 but may differ depending on the software version).

To request a callback (queue on to the line) if all outgoing lines are busy when you try to call out:

When you hear busy signals, press 6 and hang up. When the line is available, your endpoint rings.

To cancel the queue request before your endpoint rings:

Press 6.

When dialing the number, you can do one of the following:

- Use the speed-dial directory. See page 70.
- Use the Station Speed-Dial feature. See page 56.
- Use the System Speed-Dial feature. See page 58.
- Redial the last number you dialed. See page 28.

Receiving Outside Calls

To receive an outside call:

EITHER, Lift the handset.

OR, Press ANSWER. Depending on how your system is programmed, you may be able to press the flashing CALL button instead.

To redirect a ringing call to another extension or to an outside number:

1. Press ∞ and dial 3 3 1.
2. Enter the extension or outside number to which you want to redirect the call. See page 28 for more information.

Emergency Calls

With the telephone system, you do not have to access an outside line (press OUTGOING) to dial an emergency number.

To make an emergency call:

Dial 9 1 1. A call is automatically placed to the preset emergency number.

NOTE: Dial 9 9 9 in Europe for emergency services.

Call Waiting

If you receive a call while you are already on another call, you will hear a "call waiting" tone and/or you will see a display.

To respond to a waiting call (you hear a single tone and a button is flashing):

- *To end the current call:* Hang up. The waiting call rings in.
- *To place the current call on hold:* Press ↩. Then press the flashing button to answer the waiting call.
- *To have the caller hear DND signals:* Press DND. (See page 42 for more information about DND mode.)

PLACING CALLS ON HOLD

You can place calls on hold in one of two ways: individual or system.

- ***Individual Hold*** places the call on hold at one endpoint. It can then be directly picked up at that endpoint or it can be picked up at another endpoint using the Reverse Transfer (Call Pickup) feature (see page 26).
- ***System Hold*** places the call on hold in the system. You can then pick up the call at any endpoint that has a flashing button for the call, including the endpoint that placed it on hold.

> **NOTE:** You cannot place intercom calls on system hold.

To place a call on Individual Hold:

1. Press HOLD.
2. Hang up or place another call.

To place an outside call on System Hold:

1. Press ∞ and dial 3 3 5.
2. Hang up or place another call.

To return to a call that is on hold:

Lift the handset and press the flashing button.

PLACING CONFERENCE CALLS

With the Conference feature, you can establish a conference call with up to three intercom and/or outside parties (four, including you).

To place a conference call:

1. While on the first call, press CNF to put the call on hold.
2. Place another intercom or outside call.
3. Press CNF to place the call on hold. (If necessary, repeat this step to place one more call on hold.)
4. Press CNF to join all of the calls together in the conference.

During the conference call, you can do the following:

- *To place the conference on hold:* Press . This places the conference on hold without disconnecting the parties. To return to the conference, press CNF.
- *To drop out of the conference:* Press CNF and hang up. This removes your endpoint from the conference, but leaves the other parties connected.
- *To add parties to the conference:* Do the following:
  a. Press CNF. This leaves the conference parties connected.
  b. Place a call to the party to be added to the conference.
  c. Press CNF twice to put yourself and the new party into the conference.
- *To end the conference and place all parties on individual hold:* Press CNF and then press to place all of the parties on individual hold. You can then speak to one party at a time by pressing or a flashing button.
- *To mute your microphone:* Press MUTE. This turns your microphone on or off during the conference. If mute is enabled, you can hear the conferenced parties, but they cannot hear you.
- *To transfer the conference to another extension or to voice mail:* Press TRANSFER and dial the desired extension number. Then hang up when you are ready to complete the transfer.

TRANSFERRING CALLS

Although transferring calls is considered a basic function of an endpoint, your Model 8520 has many advanced options for this feature. With your endpoint, you can transfer a call to another extension, voice mail, or even an outside line.

To Another Extension

1. *EITHER,* Press TRANSFER.
   OR, Press ∞ and dial 3 4 6 to place the call on hold at the other endpoint.
2. Dial the desired extension number.
3. Wait for an answer, announce the call, and then hang up.
   If the number is busy, there is no answer, or the transfer is refused, press the flashing button to return to the caller.

NOTE: If you are receiving a transferred call and the Transfer-To-Connect option is enabled for your endpoint, you are automatically connected to the transferred caller once the transferring party hangs up. If this option is disabled, you must press a CALL button to answer the transferred call.

To Voice Mail

1. Press TRANSFER.
2. Dial the voice mail extension number.
3. *EITHER,* Dial the desired mailbox number and hang up.
   OR, Hang up to send the call to the voice mail menu (so that the caller can select the mailbox number).

To an Outside Number

1. Press TRANSFER.
2. Select an outgoing line and dial the desired telephone number.
3. Wait for an answer, announce the call, and then hang up.
   If the number is busy, there is no answer, or the transfer is refused, press the flashing button to return to the caller.

USING REVERSE TRANSFER

The Reverse Transfer (Call Pick Up) feature allows you to answer a call that is ringing or holding at another endpoint. For example, if the attendant transfers a call to you but you have stepped away from your endpoint, you can pick up the call using another endpoint.

To answer a call ringing or holding at another endpoint:

1. Lift the handset and dial **4**.
2. Dial the extension or hunt group number (see page 75) where the call is ringing or holding. The call is transferred to the endpoint you are using and you are connected to the caller.

NOTE: If the Group Call Pickup feature is enabled, you can pick up a call ringing at any station in a hunt group by dialing the hunt group's extension number.

FORWARDING CALLS

With the Forwarding feature, you can have calls follow you (e.g., forwarded to a cell phone), or you can redirect calls to a voice mail or other extension.

Manual Call Forwarding

Manual call forwarding allows you to send incoming calls to another extension number. You can even forward calls to outside numbers, if your endpoint is programmed to allow this.

To forward calls:

1. *EITHER*, Press FWD.

   OR, Dial one of the following feature codes:

   - 3 5 5 (Call Forward All Calls): All incoming calls are forwarded without ringing at your endpoint.
   - 3 5 6 (Call Forward If No Answer): All incoming calls are forwarded if they are not answered before a timer expires.

   NOTE: Only the installer or system administrator can adjust this timer.

   - 3 5 7 (Call Forward If Busy): When your endpoint is busy, all incoming calls are forwarded without ringing at your endpoint.
   - 3 5 8 (Call Forward If No Answer or Busy): All incoming calls are forwarded if your endpoint is busy or if you do not answer, as described above.

2. Do one of the following:
   - *To forward to an outside telephone number:* Select an outgoing line and dial a telephone number.
   - *To forward to an extension number:* Dial the extension number.
   - *To forward to your message center:* Press MSG.

To cancel any call forward request:

EITHER, Press FWD and then .

OR, Dial any one of the feature codes listed above and then press .

Automatic System Forwarding

Automatic System Forwarding allows your system administrator to route calls based on the type of call and the status of your telephone. Although you cannot program the path of a system forward, you can enable or disable this feature on your endpoint.

To enable or disable System Forwarding:

Dial 3 5 4.

Redirect Call

The Redirect Call feature allows you to forward any call that is ringing on your endpoint without having to answer the call.

NOTE: You cannot redirect calls to an extension that is in DND or to a restricted outside number.

To redirect a call to an extension number:

1. Press ∞ and dial 3 3 1.
2. Dial the extension number.

To redirect a call to an outside telephone number:

1. Press ∞ and dial 3 3 1.
2. Enter the outside telephone number.
3. Press #.

REDIALING A NUMBER

The Redial feature allows you to quickly redial the last outside number you dialed. Although most endpoints redial the last number *dialed*, your system administrator can program your endpoint to redial the last number *saved*.

To use the Last Number Dialed feature (if enabled):

With or without the handset lifted, press REDIAL. A line is selected automatically, and the number is dialed.

To use the Last Number Saved feature (if enabled):

- *To save the last number dialed:* While the endpoint is idle or while listening to intercom dial tone, press REDIAL.
- *To redial the saved number:* After selecting a line, press REDIAL. The number is dialed automatically.

DISPLAYING INFORMATION ON YOUR ENDPOINT

Your Model 8520 has two lines of display where you can view information, such as the date and time or the outside party's name/number.

Date, Time, Name, and Extension Number

You can temporarily display the system date and time, your username, and your extension number at any time.

To show the date and time display (while on a call, in DND, etc.):

Press ∞ and dial **3** **0** **0**.

Outside Party's Name/Number

If you are currently connected to an outside caller with Caller ID, you can toggle between displaying the caller's name and number.

To show the outside party's name/number:

Press ∞ and dial **3** **7** **9**.

NOTE: If there is no outside party name available, the display shows CANNOT ACCESS FEATURE.

USING A HEADSET

With an electret headset, you can talk on the endpoint handsfree, without using your speaker and microphone.

NOTE: If your headset has a power-saver mode, make sure the system administrator has the Headset Connect Tone flag enabled in the telephone system. If this flag is *not* enabled, you may miss the first few seconds of incoming calls.

To connect a headset:

1. Insert the headset plug into the headset jack.
2. With the handset in the cradle, dial 3 1 5 (Headset On feature code) or dial 3 1 7 (Headset On/Off feature code). The display shows HEADSET MODE ON.

NOTE: If using a headset, press to connect and disconnect calls.

To disconnect a headset:

1. Unplug the headset cord from the headset jack.
2. With the handset in the cradle, dial 3 1 6 (Headset Off feature code) or dial 3 1 7 (Headset On/Off feature code). The display shows HEADSET MODE OFF.

NOTE: If you have both a headset and a handset connected to your endpoint and you are using the headset, you can quickly transfer audio to the handset by lifting the handset from the cradle. Press to transfer the call back to the headset before replacing the handset in the cradle.

USING THE SPEAKER AND MICROPHONE

If you are not using a headset, you can talk handsfree using your speaker and microphone. You can also use the speakerphone for on-hook dialing, call monitoring, and background music.

Mute Button

To mute the microphone so that you can hear the other party, but they cannot hear you (this does not put them on hold):

Press MUTE.

To return to the call:

Press MUTE.

Group Listen Using the Speaker

With the Group Listen feature, you can transmit a conversation over the speaker while you use the handset or headset to continue speaking. This allows other people to hear the caller while the caller can only hear you.

NOTE: You cannot use this feature on a handsfree call. You must be on a call using the handset or a headset before entering the feature code.

To turn the group listen feature on or off during a call:

Press ∞ and dial 3 1 2. You hear a confirmation tone (the other party does not hear this tone).

NOTE: If you are using the handset, the button lamp will remain unlit, even though the speaker is on. This allows you to place the call into handsfree mode at any time during the call by pressing and hanging up. If you are using a headset, however, the button lamp is lit. Pressing will disconnect the call.

Enhanced Speakerphone Mode

The Enhanced Speakerphone Mode improves transmission quality while on a speakerphone call over a limited volume level range (typically the range is 1 to 3).

NOTE: To use this feature, the system administrator or installer must program your endpoint for Enhanced Speakerphone Mode.

To enable enhanced speakerphone mode while on a call:

EITHER, Press ∞ and then 🔊.

OR, Press ∞ and dial **3** **1** **0**. The speakerphone will return to standard mode when you end the call.

There will be about one second of white noise while the speakerphone circuitry is calibrated to the call. (Both parties should avoid speaking during this white noise.) If the speakerphone cannot be calibrated correctly, displays show CANNOT ENABLE ENHANCED MODE.

NOTE: Two display endpoints cannot be in enhanced mode while on a call together; one endpoint must be off-hook to allow the other endpoint to enter enhanced speakerphone mode.

ALSO: On some long-distance calls, the outside party may hear his or her own echo when speaking. If the amount of echo is objectionable, do not use the Enhanced Speakerphone Mode.

USING THE MESSAGE BUTTON

In today's busy world, it's almost guaranteed that you will call someone that is on another call, does not answer, or is in DND. But, with the MSG button, you can let the other person know you called.

When you leave a message, you can:

- **Have the called party return your call.** When the party you called responds to the message indication, a call is automatically placed to your endpoint.
- **Leave a message with the called party's message center (which can be a person or voice mail).** When the party you called responds to the message, a call is automatically placed to his or her message center instead of your endpoint.

To indicate that a message is waiting, your endpoint's MSG button flashes, and the display shows the number of waiting messages.

Leaving Messages

To leave a station message while on an intercom call, press MSG and hang up.

To leave a voice mail message while on an intercom call, press MSG and wait for the message center to answer.

To leave a silent message without placing an intercom call:

1. Dial 3 6 7.
2. Dial the desired extension number and hang up to leave a station message.

To cancel a message that you left at another endpoint:

1. Dial 3 6 6.
2. Dial the extension number of the endpoint where you left the message.

Retrieving Messages

To retrieve a message (Message button and lamp are flashing):

Lift the handset and press MSG. A call is automatically placed to the endpoint or message center that left the message. (See the following section for information about entering your mailbox.)

To select the message you want to answer first:

1. With the handset in the cradle, press MSG repeatedly to view your waiting messages.
2. When the desired message is displayed, press # or lift the handset for privacy and then press # to respond.

To cancel a waiting message:

1. Press MSG repeatedly to view your waiting messages.
2. Press * to cancel the desired message when it is displayed.

ACCESSING YOUR MAILBOX

If you have a message waiting in your mailbox, you must access your mailbox to retrieve it.

NOTE: If your telephone system uses Enterprise Messaging (EM), your mailbox may have the Automatic Speech Recognition (ASR) feature enabled. When ASR is enabled for your mailbox, you have the option of issuing a spoken command or pressing a dial-pad button. See page 10 for ASR guidelines.

ALSO: If your mailbox has E-Mail Reader enabled, you have an advanced mailbox. See page 79 for information and instructions about using the advanced mailbox.

When you access your mailbox, depending on the voice processing system, enabled features, and mailbox status, you may hear one of the following messages:

- **Mailbox almost full or full:** If your mailbox is full, no new messages can be received until you delete waiting or saved messages.
- **Quota grace limit reached:** The quota grace limit is an EM feature. If this feature is enabled, it allows a mailbox to "overfill" beyond normal capacity. When the quota grace limit has been reached, this announcement is played.
- **Message count and type:** The system announces the number of new and/or saved messages that are in your mailbox. The system also informs you if the messages are priority messages. If E-Mail Reader is enabled for your mailbox, the media type is indicated.
- **Remote Messaging:** The system indicates if the Remote Messaging feature is enabled (see page 54). It also alerts you if a programming error has been detected when attempting to place a Remote Messaging call.

To access your mailbox:

1. Dial the voice mail extension number. (You hear the main menu.)
2. During or after the greeting, say "Login" or press * to identify yourself as a subscriber.
3. Say or enter your mailbox number.
4. Enter your mailbox password (if programmed), then press #. If you do not have a password, press # to bypass the password prompt. See page 49 for information on programming passwords.

NOTE: Generally, saying "Skip" or pressing # during any voice mail operation will advance you to the next step. For example, when leaving a voice mail message for another voice mail user, you can say "Skip" or press # to skip the person's introductory message and proceed directly to the recording phase. Similarly, while listening to messages, you can say "Skip" or press # to skip the system-generated voice prompts and proceed directly to the playback phase. Also, at any menu level, you can say "Cancel" or press * to cancel or return to the previous menu.

DISABLING AND ENABLING ASR

If your telephone system uses Enterprise Messaging (EM), your mailbox may have the Automatic Speech Recognition (ASR) feature enabled. When ASR is enabled for your mailbox, you have the option of issuing a spoken command or pressing a dialpad button.

If your environment prevents you from using ASR, you can temporarily disable it by accessing option number eight on the main subscriber menu. This option disables ASR for that particular call only.

Option number eight is used as a toggle, and you can re-enable ASR by pressing the number eight again on the main subscriber menu only. Also, if you press a dialpad digit at the main subscriber menu to access mailbox functions, ASR is automatically turned off and will remain off for the rest of the call.

For ASR guidelines, see page 10.

NOTE: If your mailbox has E-Mail Reader enabled, you have an advanced mailbox. See page 79 for information and instructions about using E-Mail Reader features.

To temporarily disable ASR:

1. Access your mailbox as described on page 34.
2. Say "Disable" or press **8** to disable ASR for the call.

NOTE: To enable ASR after disabling it, press * until you are back at the main menu. Press **8** to enable ASR.

ACCESSING VOICE MAIL MESSAGES

When you access your mailbox, you can listen to new and saved voice mail messages. After listening to your voice mail messages you can access the associated options.

NOTE: If your telephone system uses Enterprise Messaging (EM), your mailbox may have the Automatic Speech Recognition (ASR) feature enabled. When ASR is enabled for your mailbox, you have the option of issuing a spoken command or pressing a dial-pad button. See page 10 for ASR guidelines.

ALSO: If your mailbox has E-Mail Reader enabled, you have an advanced mailbox. See page 79 for information and instructions about using E-Mail Reader features.

Listening to Voice Mail Messages

To listen to voice mail messages:

1. Access your mailbox as described on page 34.
2. *If E-Mail Reader is enabled for your mailbox*, say "Voice Mail" or press **1**.
   If E-Mail Reader is not enabled for your mailbox, skip this step.
3. Select one of the following:
   - Say "New" or press **1** to listen to new messages.
   - Say "Saved" or press **3** to listen to saved messages.
4. While you are listening to a voice mail message, you can use the following options:
   - Say "Skip" or press **#** to skip to the end of the recording.
   - Say "Back up" or press **1** to "rewind" a few seconds and replay the message.
   - Say "Pause" or press **2** to pause. (Say "Continue" or press **#** to continue.)
   - Say "Forward" or press **3** to skip ahead.
   - Say "Lower" or press **4** to lower the volume.
   - Say "Envelope" or press **5** to play the message envelope.
   - Say "Higher" or press **6** to raise the volume.
   - Say "Save" or press **7** to save the new message in your mailbox.
   - Say "Delete Message" or press **9** to delete the message.

NOTE: You may be prompted to confirm deleting the message. Say "Yes" to delete the message or "No" to cancel the request to delete the message.

5. When the message has finished playing, you have the following options:
   - Say “Replay” or press **1** to replay the message from the beginning.
   - Say “Reply” or press **2** to reply to the message. You have the following options:
     – Say “Voice Mail” or press **1** to leave a voice mail message for the caller.

       If the caller has a mailbox number, you are prompted to verify the destination by saying “Yes” or by pressing **#**.

       If the number was not associated with a mailbox, the prompt requests a mailbox number.

       If the message was from an outside caller, you cannot leave a voice mail message.
     – Say “Call Back” or press **2** to make a return call. Your call will be transferred automatically to the caller’s extension or telephone number, if the number is available.

       If the user is not available, you will have the option of leaving a voice mail message.

       If the telephone number is not available, you cannot reply to the message.
   - Say “Forward” or press **3** to forward a copy of the message to another subscriber. *If you want to include an introduction,* say “Record” or press **1**. Otherwise, say “Accept” or press **#** to forward the message without additional comments.
   - Say “Previous” or press **4** to listen to the previous message.
   - Say “Envelope” or press **5** to play the introductory message envelope (see page 49 for information on envelope options).
   - Say “Next” or press **6** to listen to the next message.
   - Say “Save” or press **7** to save the new message in your mailbox.
   - Say “Delete Message” or press **9** to delete the message.

NOTE: You may be prompted to confirm deleting the message. Say “Yes” to delete the message or “No” to cancel the request to delete the message.

6. Hang up.

Recovering Deleted Voice Mail Messages

If you accidently delete a voice mail message, you can retrieve it within a specific time frame (programmed by your system administrator). Any retrieved messages are then restored to your saved-message queue. Messages that are not undeleted within the programmed time (up to 24 hours) are automatically erased.

NOTE: If E-Mail Reader is enabled for your mailbox, you can also recover deleted e-mail and fax messages. See page 89 for instructions about how to recover deleted voice mail, e-mail, and fax messages.

To recover deleted voice mail messages:

1. Access your mailbox as described on page 34.
2. Say "Options" or press **5** for Message Options.
3. Say "Recover" or press **2** to access undelete options.
4. *EITHER,* Say "Listen" or press **1** to listen to your deleted messages and choose which ones to recover. After each message you can:
   - Say "Replay" or press **1** to replay the message.
   - Say "Reply" or press **2** to reply to the message.
   - Say "Forward" or press **3** to forward the message.
   - Say "Previous' or press **4** to listen to the previous message.
   - Say "Envelope" or press **5** to play the message envelope.
   - Say "Next" or press **6** to listen to the next message.
   - Say "Recover" or press **7** to recover the message.

   OR, say "Recover" or press **2** to recover **all** deleted messages.

   OR, Say "Purge" or press **3** to **permanently** delete all deleted messages.
5. Hang up.

Recording and Sending Voice Mail Messages

You can record and send voice mail messages by accessing the record option on the main menu.

NOTE: If E-Mail Reader is enabled for your mailbox, a reply to an e-mail message (see page 85) is a recorded voice message that is attached to the e-mail as a **.wav** file.

To record and send voice mail messages:

1. Access your mailbox as described on page 34.
2. Say "Record" or press **2**.
3. Say or enter the desired mailbox number or group list number. The system announces the name assigned to the mailbox number or group list number. You have the following options:
   - Say "Yes" or press **#** to accept the subscriber's name.
   - Say "No" or press ***** to start over.
4. Record your message after the tone. While recording, you have the following options:
   - Press **2** to pause while recording. (Say "Continue" or press **#** to continue.)
   - Press **3** to erase and re-record your message.
5. When finished recording, you can press **#** to access the following options:
   - Say "Send" or press **#** to send the message and return to the voice mail options.
   - Say "Cancel" or press ***** to cancel the recording.
   - Say "Replay" or press **1** to replay your message.
   - Say "Append" or press **2** to add to your message.
   - Say "Erase" or press **3** to erase and re-record your message.
   - Say "Copy" or press **4** to copy your message to other mailboxes. Say or enter the desired mailbox number or group list number. The system announces the name assigned to the mailbox number or group list number. You have the following options:
     – Say "Yes" or press **#** to accept the subscriber's name.
     – Say "No" or press ***** to start over.

     Press ***** when you are done adding mailboxes.

- Say “Options” or press 9 to use the special delivery options. You can then use one or more of the following options:
  - Say “Private” or press 1 to mark the message “private.” (This prevents the recipient from forwarding it to other subscribers.)
  - Say “Certified” or press 2 to mark the message “certified.” (When the recipient listens to the message, you will receive a receipt notice.)
  - Say “Priority” or press 3 to mark the message “priority.” (This will place your message ahead of all other waiting messages in the receiving mailbox.)
  - Say “Send” or press # to send the message and return to the voice mail options.
  - Say “Cancel” or press * to cancel delivery options.

NOTE: If you select the copy or special delivery options and then do not respond to the prompts, the system will time out and deliver your message to the original recipient.

6. Hang up.

Canceling Unheard Voice Mail Messages

You can cancel unretrieved messages that you have sent to individuals, but not messages that you sent to group lists.

To cancel unheard voice mail messages:

1. Access your mailbox as described on page 34.
2. While listening to the voice mail main menu, say "Options" or press **5** for Message Options.
3. Say "Unheard" or press **1**.
4. When prompted, say or enter the number of the mailbox containing the unheard message.
5. Say "Yes" or press **#** to confirm the mailbox you are selecting. Voice mail will tell you how many messages you have waiting at the mailbox and play them for you. After each message, you can:
   - Say "Replay" or press **1** to replay the message.
   - Say "Append" or press **2** to add to the message.
   - Say "Forward" or press **3** to forward the message to another mailbox.
   - Say "Previous" or press **4** to listen to the previous message.
   - Say "Envelope" or press **5** to play the message envelope.
   - Say "Next" or press **6** to listen to the next message.
   - Say "Save" or press **7** to save the message in your mailbox.
   - Say "Delete Message" or press **9** to delete the message.

   NOTE: You may be prompted to confirm deleting the message. Say "Yes" to delete the message or "No" to cancel the request to delete the message.
6. Hang up.

USING DO-NOT-DISTURB MODE

If you are away from your desk, or if you do not want to be disturbed, you can use the DND feature. This halts all pages and calls to your endpoint, except queue callbacks, recalls, and direct ring-in calls. When other users call your endpoint, they hear a repeating signal of four fast tones and, if they have a display endpoint, see the DND message you have selected.

Your telephone system can have up to 20 different DND messages, each of which can be changed by the system administrator, installer, or programmer. Your trainer or system administrator will give you a list of the programmed DND messages. For convenience, you should update the following default list.

	DEFAULT MESSAGE	NEW MESSAGE		DEFAULT MESSAGE	NEW MESSAGE
01	DO-NOT-DISTURB		11	OUT OF TOWN 'TIL	
02	LEAVE A MESSAGE		12	OUT OF OFFICE	
03	IN MEETING UNTIL		13	OUT UNTIL	
04	IN MEETING		14	WITH A CLIENT	
05	ON VACATION/ HOLIDAY 'TIL		15	WITH A GUEST	
06	ON VACATION/ HOLIDAY		16	UNAVAILABLE	
07	CALL ME AT		17	IN CONFERENCE	
08	AT THE DOCTOR		18	AWAY FROM DESK	
09	ON A TRIP		19	GONE HOME	
10	ON BREAK		20	OUT TO LUNCH	

Because the system DND message only uses one line of your display, you can enter a second line of text, up to 16 characters. For example, if you select 03 (IN MEETING UNTIL) as your first line of text, you can enter "3:30" as your second line. Callers with a display endpoint will then see, "IN MEETING UNTIL 3:30."

To enable DND:

1. Press DND.
2. *EITHER,* Dial the two-digit number corresponding to the message you want to use (see table on the previous page).

   OR, Press the (high) or (low) end of the volume button to scroll through the messages.
3. *If desired,* customize the second display line by dialing the desired numbers or letters as described below:
   - *Remain in numeric mode (Message button and lamp unlit):* Press the dialpad buttons to dial the desired numbers. Press # for a hyphen (-), * for a colon (:), FWD to leave a space, or MUTE to backspace.
   - *Change to alphanumeric mode (Message button and lamp lit):* Press MSG and then press the dialpad buttons to enter the desired characters. (Note that letters correspond to the letters printed on the buttons.) The number of times a button is pressed determines which character is entered. For example, 33377744432999 enters "FRIDAY." When adjoining characters are located under the same button, press FWD once to advance to the next character. For example, 6 FWD 666 FWD 6632999 enters "MONDAY." Press FWD twice to leave a space or press MUTE if you need to backspace.
4. Press or lift and replace the handset.

To cancel DND mode:

Press DND.

	NUMBER OF TIMES BUTTON IS PRESSED										
BUTTON	1	2	3	4	5	6	7	8	9	10	11
	ENGLISH CHARACTERS					**JAPANESE CHARACTERS***					
1	-	&	(	)	1	A	I	U	E	O	a
2	A	B	C	'	2	KA	KI	KU	KE	KO	i
3	D	E	F	!	3	SA	SHI	SU	SE	SO	u
4	G	H	I	*	4	TA	CHI	TSU	TE	TO	e
5	J	K	L	#or / *	5	NA	NI	NU	NE	NO	o
6	M	N	O	N or # *	6	HA	HI	FU	HE	HO	tsu
7	P	Q	R	S	7	MA	MI	MU	ME	MO	ya
8	T	U	V	?	8	YA	YU	YO	.	,	yu
9	W	X	Y	Z	9	RA	RI	RU	RE	RO	yo
0	@	:	.	,	0	WA	WO	N	pa	ba	long

*The Japanese characters are only available if the Multilingual feature is enabled and Japanese is installed as the secondary language.

**The character available depends on the software version.

USING REMINDER MESSAGES

Never be late for a meeting again! With Reminder Messages, you can program your endpoint, up to 24 hours in advance, to alert you at a specified time. At the programmed time, the reminder message signals you with eight short tones, and your display shows the message. If you are on a call, you still hear the tones, and the message displays for ten seconds. Then the display returns after you hang up. (Reminder displays interrupt, but do not affect, programming.)

Your telephone system can have up to 20 different reminder messages, each of which can be changed by the system administrator, installer, or programmer. Your trainer or system administrator will give you a list of reminder messages for your system. For convenience, you should update the following default list.

	DEFAULT MESSAGE	NEW MESSAGE		DEFAULT MESSAGE	NEW MESSAGE
01	MEETING		11	CALL ENGINEERING	
02	STAFF MEETING		12	CALL MARKETING	
03	SALES MEETING		13	CALL ACCOUNTING	
04	CANCEL MEETING		14	CANCEL DND	
05	APPOINTMENT		15	CANCEL CALL FWD	
06	PLACE CALL		16	TAKE MEDICATION	
07	CALL CLIENT		17	MAKE RESERVATION	
08	CALL CUSTOMER		18	REVIEW SCHEDULE	
09	CALL HOME		19	LUNCH	
10	CALL CORPORATE		20	REMINDER	

To request a reminder message:

1. With the handset in the cradle, dial **3** **0** **5**.
2. *EITHER,* Dial the desired two-digit number for the message that you want.
   OR, Press or to scroll through the messages.
3. While the desired message is displayed, press **#**.
4. Enter the time you wish to receive the message in hours and minutes. For example, 0900 = 9:00. If you dial three digits, such as 900 for 9:00, press **#**.
   If your system is set for 24-hour format, you must enter the time appropriately (e.g., 1400 = 2:00PM).
   If your system is set for 12-hour display format, press **1** for AM or **2** for PM.

To cancel all reminder message requests before they signal you:

With the handset in the cradle, dial **3** **0** **6**.

To clear a received reminder message:

With the handset in the cradle, press *****.

Moving On

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INTRODUCTION

Now that you've mastered the basics, it's time to move on to the advanced features. In this section, you'll learn how to program your endpoint, use directories, access your mailbox remotely, and perform various other functions.

SETTING ENDPOINT PREFERENCES

Your endpoint is automatically set to specific defaults. You can, however, configure many of these settings at any time. Customizable features on your endpoint include changing volume levels, enabling background music, selecting a ring tone, and others.

Changing Volume Levels

The telephone system has eight volume settings: handset intercom, handset outside call, speakerphone intercom, speakerphone outside call, background music, ringing, handset intercom dial tone, and speakerphone intercom dial tone.

NOTE: To change each of these levels, you must be using that feature. For example, if you want to change the speakerphone level for an intercom call, you must be on a handsfree intercom call.

To change a volume level:

Press (the high end of the volume button) to increase the volume. Press (the low end of the volume button) to decrease the volume.

To save your change:

EITHER, Press both ends of the volume button.

OR, Press the middle of the volume button.

Selecting a Ring Tone

The ability to change your ring tone is helpful in close-quartered environments. If your ring tone is unique, you can quickly identify when a call is ringing on your endpoint.

To select the type of ring tone for your endpoint:

1. With the handset in the cradle, dial 3 9 8.
2. Do one of the following to select your ring tone:
   - *EITHER,* Press 0 for no ringing.
   - *OR*, Press or to scroll to the desired tone.
   - *OR,* Dial 1-9 to select a specific tone.
3. When you hear the tone you want, press # or , or lift and replace the handset.

Enabling Background Music

If your telephone system is equipped with a music source, you can listen to music through your speaker.

To enable or disable background music:

Dial 3 1 3.

Changing Keymaps

Keymaps identify where feature buttons appear on your endpoint. While all endpoints are programmed with a standard keymap, some endpoints have alternate keymaps (ask your system administrator). If you have an alternate keymap, you can switch between the keymaps by dialing a specific feature code.

To switch between keymaps when your endpoint is idle:

With the handset in the cradle, dial 3 9 9.

To switch between keymaps during a call:

Press ∞ and dial 3 9 9.

Enabling Automatic Call Answer

The Automatic Call Answer feature determines whether or not you are automatically connected to a caller when you lift the handset (or press). If this feature is enabled, you are automatically connected when you go off-hook. If it is disabled, you must first lift the handset (or press) and then press the flashing button.

To enable/disable this feature for ringing outside calls:

With the handset in the cradle, dial 3 6 0.

To enable/disable this feature for ringing (non-handsfree) intercom calls:

With the handset in the cradle, dial 3 6 1.

Changing the Language

When your telephone system is installed, the system administrator can choose two of four different languages (American English, British English, Japanese, or Spanish) as the primary and secondary languages. You can then change the display and voice mail prompts on your endpoint by toggling between the primary and secondary languages. For example, if the system's primary language is American English, and your endpoint is programmed for the primary language, all displays appear in American English, and your voice mail prompts are played in American English (unless changed, as outlined below). If the secondary language is Japanese, and your endpoint is programmed for the secondary language, all displays appear in Japanese (Katakana) characters, and your voice mail prompts are played in Japanese.

NOTE: You can only use the secondary language voice mail prompts if they are loaded on the system. By default, all endpoints are set for the primary language. See your system administrator to determine which languages are programmed for your telephone system.

You can also program messages using English/Spanish or Japanese characters, or a combination of both (see page 69 for a list of characters). In displayed lists, such as directories, the English/Spanish characters are alphabetized before the Japanese characters.

To change the assigned language for your endpoint:

Dial **3** **0** **1** to change between your system's primary and secondary languages, as desired. Your display shows the current language.

Returning to Default Operation

You can return your endpoint to default levels at any time. This feature returns volumes to default levels; cancels DND, manual call forwarding, background music, and queue requests; and restores handsfree mode, pages, hunt group calls, and system forwarding all at once.

To return your endpoint to default:

Dial **3** **9** **4**.

SETTING MAILBOX PREFERENCES

Your mailbox contains personal options to allow you to customize voice mail functions. However, before you change your voice mail options, you must first initialize your mailbox (see page 16).

NOTE: If your telephone system uses Enterprise Messaging (EM), your mailbox may have the Automatic Speech Recognition (ASR) feature enabled. When ASR is enabled for your mailbox, you have the option of issuing a spoken command or pressing a dialpad button. See page 10 for ASR guidelines.

ALSO: If your mailbox has E-Mail Reader enabled, you have an advanced mailbox. See page 79 for information and instructions about using E-Mail Reader features.

Changing Your Mailbox Password

Your password prevents unauthorized access to your mailbox. When you first initialize your mailbox, you are prompted to change your password from the default (your mailbox number).

You can change your mailbox password at any time. The new password can be up to 12 digits long and must be numeric.

To change your mailbox password:

1. Access your mailbox as described on page 34.
2. Say "Personal" or press 4 to select the Personal Options Menu.
3. Say "Password" or press 3.

   If you want a password, enter a new password using digits 0-9 (up to 12 digits), and then press # when you are done. The messaging system plays back your password.

   If you do not want to use a password, just say "Skip" or press #.
4. Say "Accept" or press # to accept the password as entered or say "Re-enter" or press 3 to erase and re-enter your password.
5. Hang up.

Changing the Voice Mail Message Envelope

When you receive a voice mail message, the voice mail system plays an "envelope" that can include the time and date the message was left, the source of the message, and/or the message length. By default, the envelope contains all of this information, but you can change your envelope, as described below.

NOTE: If E-Mail Reader is enabled for your mailbox, you can also change your e-mail and fax message envelopes. See page 90 for instructions about how to change your voice mail, e-mail, and fax message envelopes.

To change your voice mail message envelope:

1. Access your mailbox as described on page 34.
2. Say "Personal" or press **4** to select the Personal Options Menu.
3. Say "Envelope" or press **4** to select the Message Envelope Options Menu.
   You can then do any of the following:
   - Say "Time, Date" or press **1** to enable or disable the time and date options.
   - Say "Source" or press **2** to enable or disable the message source option.
   - Say "Length" or press **3** to enable or disable the message length option.
   - Say "All Options" or press **4** to enable all options and return to the Personal Options Menu.
   - Say "None" or press **5** to disable the entire envelope and return to the Personal Options Menu.
   - Say "Accept" or press **#** to accept the changes.
   - Say "Cancel" or press ***** to return to the Personal Options Menu.
4. Hang up.

Changing the Call Screening Transfer Method

NOTE: The Call Screening feature is available only if it is enabled for your mailbox. Contact your voice mail administrator to see if this feature is enabled for your mailbox.

Depending on the transfer method you select, calls that are transferred from your mailbox may be one of the following:

- **Unannounced Calls:** Calls are sent directly to your extension.
- **Announce-Only Calls:** Before voice mail transfers a call to you, a prompt asks the caller to record his or her name. When you answer, you hear "You have a call from (caller's name)." Then the call is sent to your extension.
- **Screened Calls:** Before voice mail transfers a call to you, a prompt asks the caller to record his or her name. When you answer, you hear "You have a call from (caller's name)." You can choose whether or not to accept the call.

See page 65 for instructions about using the call screening feature.

To change your transfer method (if enabled):

1. Access your mailbox as described on page 34.
2. Say "Personal" or press 4 to select the Personal Options Menu.
3. Say "More" or press 9 for More Options.
4. Say "Transfer" or press 5. The system tells you what your current transfer method is. You can then select the desired transfer method, as follows:
   - Say "Unannounced" or press 1 to select unannounced transfers.
   - Say "Screened" or press 2 to select screened transfers.
   - Say "Announce" or press 3 to select announce-only transfers.
   - Say "Cancel" or press * to return to the Personal Options Menu without making changes.
5. Hang up.

Programming a Fax Destination

With the Inter-Tel voice processing system, when you specify a fax destination number for your mailbox, callers can access your mailbox to send a fax to your fax machine.

To change your fax destination number:

1. Access your mailbox as described on page 34.
2. Say “Personal” or press 4 to select the Personal Options Menu.
3. Say “More” or press 9 for More Options.
4. Say “Number” or press 1.
5. Say or enter the number of your fax destination. (If you entered the letters using the dialpad, press # when you are done.)
6. *EITHER,* say “Accept” or press # to accept the number.
   OR, say “Re-enter” and press 3 to erase and re-enter the number.
7. Hang up.

Changing the Message Search Order

You can change the order in which you retrieve your messages based on the date and time you receive them. When more than one message is left in your mailbox, they are available for you to access in the order you specify. The search order, can be configured as first in/first out, or last in/first out.

NOTE: If E-Mail Reader is enabled for your mailbox, when you change the message search order, your changes apply to your voice mail, e-mail, and fax messages.

To change the message search order:

1. Access your mailbox as described on page 34.
2. Say "Personal" or press **4** to select the Personal Options Menu.
3. Say "More" or press **9** for More Options.
4. Say "Order" or press **2** for the Message Search Order.
5. Select one of the following options:
   - Say "New" or press **1** to change the search order for new messages.
   - Say "Saved" or press **2** to change the search order for saved messages.
6. Your current message search order is played. Select one of the following options:
   - Say "First" or press **1** to retrieve the earliest-received messages first (First In/First Out).
   - Say "Last" or press **2** to retrieve the latest-received messages first (Last In/First Out).
   - Say "Cancel" or press ***** to return to the Personal Options Menu without making changes.
7. Hang up.

Programming Remote Messaging

NOTE: The Remote Messaging feature is available only if it is enabled for your mailbox. Contact your voice mail administrator to see if this feature is enabled for your mailbox.
ALSO: The remote messaging feature is supported for voice mail messages only. If E-Mail Reader is enabled for your mailbox, you cannot use remote messaging for e-mail and fax messages.

With Remote Messaging, you can program voice mail to call you when your mailbox receives new voice mail messages. Using a "cascade" (a series of up to nine telephone numbers), voice mail will call each number until it successfully connects to a device (e.g., pager, answering machine, etc.).

Because your mailbox can have a primary and an alternate cascade of numbers, you can program a cascade to be used during specific days and times. For example, if you want to be paged when you receive a voice mail message from 5-10 PM on weekdays, you can set up a primary cascade. If you also want to receive pages for messages marked "priority" on the weekends, you could set your alternate cascade for all day on Saturdays and Sundays.

To set up remote messaging for voice mail messages (if enabled):

1. Access your mailbox as described on page 34.
2. Say “Personal” or press 4 to select the Personal Options Menu.
3. Say “Remote” or press 5. You have the following options:
   - Say “Primary” or press 1 to set up a primary cascade.
   - Say “Alternate” or press 2 to set up an alternate cascade.
4. Say “Level” or press 1 and then say or enter the number (1-9) of the level you wish to program. You then have the following options:
   - **To set up or change an extension or outside number:**
     – Say “Number” or press 2.
     – *EITHER,* say “Internal” or press 1 for an extension number.
     OR, say “Outside” or press 2 for an outside number.
     – Say or enter the number.
   - **To set up or change pager notification:**
     – Say “Pager” or press 1.
     – Say “Personal” or press 2.

     Say “Change” or press 1 to enable or disable the number.
5. Say “Days” or press 3. Then select one of the following:
   - Say “Weekdays” or press 1 for Monday-Friday.
   - Say “Days” or press 2 for all days.
   - Say “Day” or press 3 to select individual days. You are prompted to say or press numbers 1-7 which correspond to the days Sunday through Saturday.
6. Say “Time” or press 2. Then say or enter the times you want the message notification to start and stop. Enter or say the times with two digits for the hour and two digits for the minutes (e.g., 0900 = 9:00). If entering the time in 12-hour format:
   - Say “AM” or press 1 for AM.
   - Say “PM” or press 2 for PM.

   NOTE: For 24-hour notification, program the starting and ending times to be the same.
7. Say “Category” or press 4. You have the following options:
   - Say “All Messages” or press 1 for all messages.
   - Say “Priority” or press 2 for priority messages only.
8. Hang up or press # to save the settings and exit.

NOTE: If for some reason voice mail is not able to use your remote notification, your mailbox will receive a message stating that notification could not be completed.

SPEED DIALING

Speed dialing allows you (and your system administrator) to store and access frequently dialed numbers. Each number is stored in your endpoint (Station Speed Dial) or in the telephone system (System Speed Dial) and is identified by a location number. Once programmed, you can quickly dial these numbers by entering a feature code and dialing the desired location number. Because the system supports both Station and System Speed-Dial numbers, you can have access to over 1000 stored numbers.

Station Speed Dial

You can program and use up to ten personal speed-dial numbers on your endpoint. In addition, if you have programmable feature buttons, you can program them as speed-dial buttons for one-touch dialing. To use a speed-dial button, you must:

- Store the number in a speed-dial location.
- Program an available feature button as a speed-dial button.
- Associate a speed-dial location with the new speed-dial button.

NOTE: You can use the Speed-Dial feature even if your endpoint does not have programmable feature buttons.

Programming Station Speed-Dial Numbers

To store a speed-dial number, use the Station Speed-Dial Programming feature code to program the number in a speed-dial location. Use the following table to list the numbers that you store in speed-dial locations 0-9.

0 _____	5 _____
1 _____	6 _____
2 _____	7 _____
3 _____	8 _____
4 _____	9 _____

To store a number in a Speed-Dial location:

1. With the handset in the cradle, dial 3 8 3.
2. Dial the speed-dial location (0-9) you want to program.
3. Enter the desired name for the speed-dial number, as described below:
   - *Alphanumeric mode (Message button and lamp lit):* Press the dialpad buttons to enter the desired characters. (Refer to the chart on page 69.) The number of times a button is pressed determines which character is entered. For example, 533266 would enter "JEAN." When adjoining characters are located under the same button, press FWD once to advance to the next character. For example, 66 FWD 6667776 would enter "NORM." (Note that letters correspond to the letters printed on dialpad buttons 2-9.) Press FWD twice to leave a space. Press MUTE if you need to backspace.
   - Press # to save the name.
4. Dial the extension number or telephone number to be stored, as described below:
   - *Numeric mode (Message button and lamp unlit):* Enter the number.

     NOTE: You cannot use hyphens or colons in the number. *If your number includes an asterisk, pound, a hookflash (a quick hang up and release), or a pause,* press ∞ once for an asterisk, twice for a pound, three times for a hookflash, or four times for a pause. (Each pause or hookflash counts as one digit.) You can enter more than one special character in a row by pressing FWD between the characters.

   - Press # to save the number.

     NOTE: To dial outside telephone numbers without first selecting an outgoing line, enter the Outgoing access code (default is 8) before the outside telephone number.

To erase a Station Speed-Dial name and/or number:

1. With the handset in the cradle, dial 3 8 3.
2. Dial the desired location code (0-9) or press the desired Station Speed-Dial button.
3. Press MUTE repeatedly until the name is erased.
4. Press # to continue.
5. Press MUTE repeatedly until the number is erased.
6. Press # to exit.

Creating Station Speed-Dial Buttons

If your endpoint has programmable buttons, you can program one or more as speed-dial buttons. After the button is programmed, you must select a speed-dial location to associate with the button.

NOTE: Before you program a speed-dial button, you need to store a number in a speed-dial location (see the previous instructions).

To program a speed-dial button:

1. With the handset in the cradle, dial 3 9 7.
2. Press the feature button you want to program as a speed-dial button.
3. Dial 3 8 2.
4. Dial the speed-dial location (0-9) that contains the number you want to associate with the button.

To view how your Station Speed-Dial buttons are programmed:

1. With the handset in the cradle, dial 3 9 6.
2. Press the desired Station Speed-Dial button. The name or number is displayed.
3. Press # to exit.

Dialing Station Speed-Dial Numbers

To dial a Station Speed-Dial number:

If necessary, select an outgoing line. You have the following options:

- *To use a location number:* Press STN SPDL or dial 3 8 2 and then enter the desired Station Speed-Dial location number (0-9).
- *To use a Station Speed-Dial button:* Press the desired Station Speed-Dial button.

System Speed Dial

Your system administrator can store several speed dial numbers in the system speed dial locations. Depending on the size of your system, you can access up to 1000 or up to 5000 system speed dial locations, if they have been programmed.

To dial System Speed-Dial numbers:

1. Press SYS SPDL or dial 3 8 1.
2. Dial the location code (000-999 or 0000-4999) for the desired number.
3. Press # to dial the number.

USING RECORD-A-CALL

If your telephone system is equipped with a Voice Processor (voice mail), you may have access to the Record-A-Call feature. If so, you can record an ongoing call as a mailbox message. You can then retrieve the message, just as you would any other mailbox message.

NOTE: The Record-A-Call feature remains active after the other party hangs up. This allows you to append the recorded call with your own message.

To use the Record-A-Call feature while on a call:

1. Press ∞ and dial **3** **8** **5**.
2. *If required,* dial the desired mailbox number. (Your endpoint may be programmed to select the mailbox, or you may be required to dial it.)

You hear a confirmation tone when the Record-A-Call feature is activated.

To turn off Record-A-Call:

EITHER, Press ∞ and dial **3** **8** **5**.

OR, Hang up.

PAGING

The Paging feature allows you to make an announcement through endpoint speakers or external speakers (if your system is equipped with external paging equipment). To prevent announcements from transmitting through every endpoint in the system, this feature uses page zones. Each zone contains a different combination of extensions and external paging equipment, and is programmed by your system administrator. Ask your trainer or system administrator how the zones are programmed, and list them below for your convenience.

0 _____ 5 _____
1 _____ 6 _____
2 _____ 7 _____
3 _____ 8 _____
4 _____ 9 _____

NOTE: The Model 8520 endpoint has a PAGE button, which is programmed to a specific page zone. If you do not know which page zone is programmed for this button, ask your system administrator.

Enabling Paging

You can enable or disable page receiving for your endpoint by using the Page Remove/Replace feature code. If your endpoint is assigned to more than one page zone, all zones are removed or replaced at once (you cannot turn off individual zones).

To turn paging on and off for your endpoint:

Dial 3 2 5.

Making Pages

To make pages:

1. Press PAGE or dial 7.
2. Dial the desired zone number (0-9).
3. After the tone, make your announcement and hang up.

Performing a "Hookflash" During a Call

Certain telephone service companies may require a timed hookflash (a quick hang up and release).

To generate a hookflash while using a line:

Press ∞ and dial 3 3 0.

NOTE: This features is known as a "Recall" in European systems.

Programming Your Feature Buttons

Depending on how your system is programmed, some of your feature buttons may be "user-programmable." If so, you can program them with any of the feature codes listed in the back of this user guide. The buttons on the Mini-DSS can also be programmed as feature buttons. In addition, you can combine the feature button and Station Speed-Dial functions to program a feature button to dial an outside number.

NOTE: You cannot program secondary extension buttons as feature buttons (see Programming Secondary Extension Buttons on page 62).

To program a user-programmable feature button:

1. With the handset in the cradle, dial 3 9 7.
2. Press the feature button you want to program.
3. Dial the feature code or extension number you want to store under that button. (Refer to page 98 for default feature codes.)

To return all feature buttons to their original default values:

With the handset in the cradle, dial 3 9 5.

To display the current feature button values:

1. With the handset in the cradle, dial 3 9 6.
2. Press the feature button(s) you want displayed.
3. Press ◀ to exit.

PROGRAMMING DIRECT STATION SELECTION BUTTONS

A button programmed as a Direct Station Selection/Busy Lamp Field (DSS/BLF) button provides a way to dial the associated extension with one touch. In addition, if the button is equipped with a lamp, you can visually monitor the status of the associated extension.

To assign an extension to a DSS/BLF button:

1. With the handset in the cradle, dial **3** **9** **7**.
2. Press the DSS button(s) and dial the desired extension number.

Once programmed, you can use your DSS button as follows:

- You can place an intercom call to the extension that the DSS button is programmed for by pressing the button once.
- You can transfer a call to the extension that the DSS button is programmed for by pressing the button once and hanging up. (For transferred calls that are forwarded to voice mail you will hear repeating double tones, and the display will show DEST FORWARDED TO VOICE MAIL.)
- You can visually monitor the status of the extension. The DSS/BLF lamps indicate the status of the extension or feature assigned to the button. These indications are shown in the table below.

If the lamp is...	Then...
Solidly lit	The associated extension is busy, or the associated feature is enabled.
Flashing slowly	The extension is in Do-Not-Disturb.
Flashing rapidly	The extension has a call ringing in.
Fluttering continuously	The extension is causing a STATION OFF-HOOK system alarm.

NOTE: For the DSS buttons to work as described above, your system administrator must define them as user-programmable in Database Programming.

PROGRAMMING SECONDARY EXTENSION BUTTONS

With the Secondary Extension Appearances feature, you can program various buttons on your endpoint (and on the Mini-DSS) to indicate the call activity at a different extension (primary extension). In addition to being able to see when a call is ringing, answered, or on hold, you can use your secondary extension button to answer a call that is ringing at the primary extension. Your endpoint may also be programmed to ring automatically when a given number of calls are waiting at the primary extension (ask your system administrator).

There are two possible types of secondary extension buttons: programmable and non-programmable. If you have a non-programmable secondary extension button, only the system administrator can change the associated extension. If you have a programmable button, you can change the extension, as described below.

NOTE: You can only assign the extension for a secondary extension button. You cannot create or change the secondary extension button (e.g., make it a feature button).

To display the current secondary extension button assignment(s):

1. With the handset in the cradle, dial **3** **9** **6**.
2. Press the secondary extension button(s) you want displayed.

To assign a primary extension to a secondary extension button (if enabled):

1. With the handset in the cradle, dial **3** **9** **7**.
2. Press the secondary extension button and dial the desired extension number.

Once programmed, you can use your secondary extension button as follows:

- You can press your flashing secondary extension button to answer a call that is ringing or holding on any CALL button at the primary extension.
- You can press your unlit secondary extension button to place an intercom call to the primary extension.

NOTE: If the secondary button is flashing (i.e., a call is ringing at the primary extension), you can press **#** before pressing the flashing button to place an intercom call to the primary extension without answering the call. Or, you can just dial the primary extension's number.

To transfer a call back to the extension after you have answered it on your endpoint:

- *To transfer to hold:* Press the secondary extension button, announce the call (if desired), and then hang up.
- *To transfer to ring:* Press TRANSFER and then the secondary extension button. You can announce the call, if desired, before hanging up to complete the transfer.

USING ACCOUNT CODES

If your telephone system is programmed to use the Station Message Detail Recording (SMDR) feature, you might be required to enter account codes when you place a call. These codes add information to telephone record reports that the system will periodically print.

There are three types of account codes:

- Standard account codes are automatically entered into the SMDR report whenever you place a call.
- Forced account codes must be dialed before you can place an outside call.
- Optional account codes can be entered at any time during a call.

NOTE: Your system administrator can tell you which types of account codes are used on your telephone system.

To enter an optional account code:

1. Press ∞ and dial 3 9 0.
2. Enter the optional account code. If the account code is not immediately accepted, press #.

To set an account code for all calls placed from your endpoint:

Dial 3 9 1 and then the account code. If the account code is not immediately accepted, press #. This code will be used for all calls made from your endpoint until it is disabled.

To disable the code:

Dial 3 9 1 and press #.

SCREENING CALLS

If desired, you can screen calls that are transferred from voice mail. This allows you to accept and/or refuse specific calls. Depending on the call screening transfer method you select (see page 51), calls from voice mail may be unannounced, announce only, or screened.

When your mailbox is programmed for screened calls, you have the following options when you receive a transfer:

- Say “Accept” or press # to accept the call.
- Say “Replay” or press 1 to replay the announcement.
- Say “Voice Mail” or press 2 to send the call to voice mail.
- Say “Forward” or press 3 and then enter the extension number to forward the call to another extension.
- Say “Refuse” or press * to refuse the call.

USING CALL LOGGING

NOTE: Call Logging may or may not be available depending on your software version and system settings.

The Call Logging feature stores a record of your missed, received, and dialed calls. A maximum of 20 entries can be stored in each of the three call logs. Use Call Logging to:

- View missed, received, and dialed calls.
- View caller ID information.
- Return or redial intercom calls.

To use Call Logging:

NOTE: At any menu level, you can press * to cancel or return to the previous menu, or press # to accept the menu option.

1. Dial 3 3 3.
2. Select one of the following options:
   - Press 1 (**MISS**) for missed calls.
   - Press 2 (**RCV**) for recieved calls.
   - Press 3 (**DL**) for dialed calls.
   - Press 4 (**CLR**) to clear all Call Logging entries.
3. Press the high/low end of the Volume button to scroll through the entries.

   Call Logging displays the intercom party's extension number and name (or outside number and as much of name as possible) on the first line, followed by the date and time on the second line (see the following examples).

INTERCOM CALL

```
67890  JOHN SMIT
TU OCT 23 08:23A
```

OUTSIDE CALL

```
4809619000  SUSA
WE OCT 24 10:30A
```

To redial an intercom number listed in a call log: Press # while the intercom number is displayed.

To return an intercom call listed in a call log: Press # while the intercom number is displayed.

To delete an entry from a call log: Press 0 while the entry is displayed.

USING DIRECTORIES

With directories, you can use the dialpad to find names and numbers. You can then use the directory information to make calls, access features, or leave voice mail messages. There are two types of system directories:

- **Telephone directory:** Search for and connect to contacts or access features.
- **Voice Mail directory:** Search for voice mail contacts and leave voice mail messages (see page 70).

Telephone Directory

There are three subdirectories available in the Telephone directory:

- **Intercom:** Find (and dial) intercom extensions.
- **Outside:** Find (and dial) outside numbers listed in the company directory.
- **Feature:** Find (and activate) system features.

The Telephone directory uses one of two search methods to find contacts or features: Intelligent Directory Search (IDS) or Basic Search (see page 69). Enter a full or partial name with the dialpad buttons to search for a contact or feature. You can then contact the person or access the feature by dialing the number or pressing a button.

NOTE: The search method used for your system (IDS or Basic) depends on your software version.

Intelligent Directory Search (IDS)

IDS simplifies searching for entries in a directory by allowing you to press a dialpad button once rather than several times to enter a character. As you enter characters, IDS displays the entry that best matches the characters entered (see the following examples).

NOTE: The Intercom directory may display two similar entries, one without an asterisk and one with an asterisk (for example, “John Smith” and “*John Smith”). The entry without an asterisk is a primary extension; the entry with an asterisk is a secondary extension.

INTERCOM DIRECTORY

```
*JOHN SMITH
67890
```

OUTSIDE DIRECTORY

```
EEE_STORE
4809619000
```

FEATURE DIRECTORY

```
AGENT HELP
375
```

To search for a directory name or feature using IDS:

1. Dial 3 0 7 and select one of the following options:
   - Press 1 for the Intercom directory.
   - Press 2 for the Outside directory.
   - Press 3 for the Feature directory.
2. Press the dialpad buttons to enter characters (up to 16 characters). (See the following table for dialpad button character descriptions.) Each dialpad button represents several characters. As you press the dialpad buttons, the system connects the character sequence to possible directory matches. For example, to enter JONES, press 5 6 6 3 7. This data entry method is similar to the "text on nine keys (T9)" feature found on cell phones.
3. Press the high/low end of the Volume button to move alphabetically (or numerically) through the directory.
4. Press # to dial a number or activate a feature code while the entry is displayed.

BUTTON	CHARACTERS REPRESENTED
0	0
1	1
2	2 A B C a b c Ç â ä à å ç Ä Å á
3	3 D E F d e f é ê ë è É
4	4 G H I g h i ï î ì í
5	5 J K L j k l
6	6 M N O m n o ô ö ò Ö ó ñ Ñ
7	7 Q P R S q p r s
8	8 T U V t u v ü û ù Ü ú
9	9 W X Y Z w x y z ÿ
Volume Up	Moves to the next entry (ignored if no entry is found)
Volume Down	Moves to the previous entry (ignored if no entry is found)
*	Returns endpoint to the state before entering IDS
#	Activates the selection
MUTE	Moves the cursor to the preceding space, deleting existing characters

Basic Search

Use Basic Search to search the Telephone directory for a contact name or feature.

To search for a directory name or feature using Basic Search:

1. Dial 3 0 7 and select one of the following options:
   - Press 1 for the Intercom directory.
   - Press 2 for the Outside directory.
   - Press 3 for the Feature directory.
2. Press the dialpad buttons to enter characters (see the following table). The number of times a button is pressed determines which character is entered. For example, 77776444844 would enter "SMITH." When adjoining characters are located under the same button, press FWD once to advance to the next character. Press FWD twice to enter a space. Press MUTE to backspace.
   - *To remain in alphanumeric mode (Message button and lamp lit):* Press the dialpad buttons to enter the desired characters.
   - *To change to numeric mode (Message button and lamp unlit):* Press the MSG button to switch to numeric mode. Then press the dialpad buttons to enter the number.
3. Press # to begin the search.

To scroll through directory entries: Press the high/low end of the Volume button.

To dial a number or activate a feature from the directory: Press # while the entry name or feature is displayed.

	NUMBER OF TIMES BUTTON IS PRESSED										
BUTTON	1	2	3	4	5	6	7	8	9	10	11
	ENGLISH CHARACTERS					**JAPANESE CHARACTERS***					
1	-	&	(	)	1	A	I	U	E	O	a
2	A	B	C	'	2	KA	KI	KU	KE	KO	i
3	D	E	F	!	3	SA	SHI	SU	SE	SO	u
4	G	H	I	*	4	TA	CHI	TSU	TE	TO	e
5	J	K	L	#or /**	5	NA	NI	NU	NE	NO	o
6	M	N	O	N or # **	6	HA	HI	FU	HE	HO	tsu
7	P	Q	R	S	7	MA	MI	MU	ME	MO	ya
8	T	U	V	?	8	YA	YU	YO	.	,	yu
9	W	X	Y	Z	9	RA	RI	RU	RE	RO	yo
0	@	:	.	,	0	WA	WO	N	pa	ba	long

*The Japanese characters are only available if the Multilingual feature is enabled and Japanese is installed as the secondary language.

*The character available depends on the software version.

Voice Mail Directory

With the voice mail directory, subscribers and non-subscribers can use ASR (if enabled) or dialpad digits to search for names in the directory. Subscriber names are automatically added to the directory when their mailbox is initialized. ASR may not be able to locate names that are pronounced differently than they are spelled. For these types of names, use the alternate search method of spelling the name using the endpoint dialpad digits (see table below).

You begin a search by dialing the system voice mail extension and selecting the directory option. You are prompted to say or spell the name of the mailbox user you want to search for. For example, if you say the name John, the system locates all of the subscribers with the first or last name of John. The list of names returned might include the names John Smith, John Jones, John Nielson, David John, Robert John, etc.

When one to 10 matches are located, you can browse the list of returned names by selecting the Previous (say "Previous" or press 1) and Next (say "Next" or press 3) options. The directory lists are circular. That is, when the end of the list is reached, the next name played will be the first name in the directory. When the correct name is played say "Yes" or press # to select it.

If the system locates more than 10 matches, you can either browse the list using the options mentioned above, or filter the list by responding to the filtering questions generated by the system. Based on your responses, the system filters the list to include first or last name matches only. If the system cannot locate an exact match, it returns the closest match found.

To use the dialpad buttons to spell a name: When prompted, press the appropriate dialpad buttons to spell the name. The number of times a button is pressed determines which character is entered, as shown in the table below. When adjoining characters are under the same button, press FWD to advance to the next character. For example, 5666 FWD 66337777 enters "Jones."

	NUMBER OF TIMES BUTTON IS PRESSED				
BUTTON	1	2	3	4	5
1	-	&	(	)	1
2	A	B	C	‘	2
3	D	E	F	!	3
4	G	H	I	*	4
5	J	K	L	#	5
6	M	N	O	ñ	6
7	P	Q	R	S	7
8	T	U	V	?	8
9	W	X	Y	Z	9
0	@	:	.	,	0

To perform a directory search:

1. Dial the voice mail number.
2. Say “Directory” or press #.
3. Say the last name of the person you are searching for or press the appropriate dialpad buttons to spell the name (see page 70).

   If 10 or fewer matches are located, you can access and browse the list immediately (see step 4.)

   If the list contains more than 10 matches, you have the option to browse or filter the list. (skip step 4. and see step 5.)
4. If 10 or fewer matches are located, you have the following options:
   - Say “Yes” or press # to accept the name that is played.
   - Say “Previous” or press 1 to browse to the previous name in the list.
   - Say “More” or press 2 to hear more information about the subscriber.
   - Say “Next” or press 3 to browse to the next name in the list.
   - Say “New” or press 4 to search for a new name.
   - Say “Cancel” or press * to exit the directory.
5. If more than 10 matches are located, the system prompts you to browse or filter the list. Do one of the following:
   - Say “Yes” or press 1 to browse the list. (See step 4. for options).
   - Say “No” or press 2 to select the filter option and then respond to one of the following filter questions:
     – The system begins by asking you if the name you are searching for is the last name. If it is, say “Yes,” press 1, say the last name, or spell the last name.
     – If you did not respond to the first question, the system asks if the name you are searching for is the first name. If it is, say “Yes,” press 1, say the first name, or spell the first name.

   After the list has been filtered by first or last name, a smaller list of names is returned. You can then browse the list and select the appropriate name (see step 4.)

PROGRAMMING REMOTE FEATURE ACCESS

If you are away from your desk and forgot to put your endpoint in DND, don't worry. With the Remote Feature Access, you can place your endpoint in DND or forward calls from any other endpoint on the system. And, if you have a special dial-up line, you can access your endpoint features from an outside line.

NOTE: For your convenience, a pocket-sized guide of the Remote Feature Access is located in the front of this guide.

Remote Access Password

Before you use Remote Feature Access, you should program a password, as described below.

To change the password from your endpoint:

1. Dial **3** **9** **2**.
2. Enter your current password, followed by **#**.

   NOTE: Your extension number is your password at default.

3. Enter the new password followed by **#**. You hear a confirmation tone.
4. Enter the new password again for verification followed by **#**. You hear a confirmation tone.

To change the station password using remote programming, see Remote Feature Access.

Remote Feature Access

To access your endpoint from another endpoint:

1. *EITHER,* Call your Direct Inward System Access number (provided by your system administrator). If required, enter your password.

   OR, Use any endpoint on the system.
2. Enter **3** **5** **9**.
3. Enter your extension number.
4. Enter your password followed by **#**. You can now use any of the following features.

   To change the station password using Remote Programming:

   a. Enter **3** **9** **2**.

   b. Enter the new password, followed by **#**.

   c. Enter the new password again for verification, followed by **#**.

   To turn on DND:

   a. Enter **3** **7** **0**.

   b. Enter the message number (01-20) and enter the optional second-line message text.

   To turn off DND: Enter **3** **7** **1**.

   To turn on Call Forward:

   a. Enter one of the following Call Forward feature codes.

      All Calls..... **3** **5** **5**

      If No Answer **3** **5** **6**

      If Busy..... **3** **5** **7**

      If No Answer or Busy **3** **5** **8**

   b. Enter an extension number or enter an outside line access code followed by a telephone number.

   To turn off Call Forward: Enter 3 5 5.
5. Hang up.

REQUESTING AGENT HELP

Your telephone system may be programmed to support the Agent Help feature, which allows you to request help from a designated "Agent Help Extension" (usually your supervisor) during a call. When your request call rings at the Agent Help Extension, the supervisor can choose to join the call or reject the request.

If the Agent Help Extension is a digital endpoint, the endpoint's microphone is automatically muted so that the supervisor cannot be heard unless he or she presses MUTE. If the Agent Help Extension is a single-line endpoint, however, the supervisor **can** be heard as soon as the conference is established. In either case, the supervisor can hear all other parties on the call.

To use the Agent Help feature while on a call:

1. Press ∞ and dial 3 7 5. *If you hear repeating tones,* the Agent Help feature is not available at your endpoint, you already have four parties in your call, not enough system circuits are currently available, or the Agent Help Extension is in DND.
2. Dial the Agent Help Extension number, if required. (Your endpoint may be programmed to automatically dial the number, or you may be required to dial it.)

   If the Agent Help Extension accepts the call, you hear the Agent Help tone, if it is enabled, and the supervisor can monitor or join your call.

   If the Agent Help Extension rejects the call, you hear a confirmation tone, and the display shows AGENT HELP REJECTED.

To respond to an Agent Help request:

When you receive an Agent Help request, your display shows <*name*> REQUESTS HELP. You can do one of the following:

- *To accept the call:* Answer as usual. Your microphone is muted and you cannot be heard by either party unless you press MUTE.
- *To reject the call:* Dial 3 7 6.

WORKING IN HUNT GROUPS

Your system may be programmed with "hunt groups." Hunt groups are groups of endpoints that share a common extension number in addition to having individual extension numbers. This allows someone to call anyone in the group (using the common extension) or a specific member (using the individual extension). The members of these groups and the common extension(s) are programmed by your system administrator.

Hunt Group Calls Enabled/Disabled

If you are a member of a hunt group, you can enable or halt hunt group calls to your extension.

To turn on or off hunt group calls:

Dial **3** **2** **4**.

ACD Hunt Groups

Some hunt groups use a special feature called Automatic Call Distribution (ACD) that distributes the hunt group calls equally among the available members. These hunt group members are referred to as "agents," who log in to the ACD hunt group to receive calls and log out to halt ACD hunt group calls.

Distributing Calls

Calls are distributed through an ACD hunt group based on Agent IDs or extensions, as described below.

- **Agent IDs:** If the hunt group is programmed to use ACD Agent IDs, each agent is assigned an Agent ID number to enter during the login procedure (see Logging In and Out of ACD Hunt Groups). The hunt group calls are routed to logged-in agents, according to their Agent ID number instead of their extension number. Because the Agent ID is not associated with any extension, the agent can use any endpoint in the system to log in.
- **Members:** If the hunt group **is not** programmed to use Agent IDs, it will have a pre-programmed list of endpoints and will send calls to the endpoints where agents are logged in.

Logging In and Out of ACD Hunt Groups

Agents can log in to and out of the ACD hunt group at any time. While logged in, the agent receives calls through the ACD hunt group. When the agent is logged out, calls to that ACD hunt group bypass the agent.

To log in to all of your ACD hunt groups at once using the ACD Agent Login/ Logout feature code:

With or without the handset lifted, dial **3** **2** **8** and enter your Agent ID, if necessary. The display shows AGENT LOGGED IN TO ALL ACDS, and you hear a confirmation tone.

NOTE: This feature code acts as a toggle. If you were already logged in, the display shows AGENT LOGGED OUT OF ALL ACDS, and you hear a confirmation tone.

To log in to one or more hunt groups using the ACD Agent Login feature code:

1. With or without the handset lifted, dial **3** **2** **6**. The display shows AGENT LOGIN ACD NUMBER.
2. *EITHER,* Enter the desired ACD hunt group number.

   OR, Press **#** to log in to all of your ACD hunt groups at once. The display shows AGENT LOGIN AGENT ID.

   NOTE: If you entered an invalid hunt group number, the display shows NOT AN ACD HUNT GROUP, and you hear repeating tones.

3. Do one of the following:
   - **To log into one or more ACD hunt groups using Agent IDs:** Enter your Agent ID. The display shows AGENT LOGGED INTO ALL ACDS. You are logged into the ACD hunt group using Agent IDs.

     NOTE: If another Agent ID is already logged in at this endpoint, you hear repeating tones, and the display shows DIFFERENT AGENT ID ALREADY USED. You must have the other agent log out before you can use that endpoint.

   - **To log into one or more ACD hunt groups that do not use Agent IDs:** Press **#**. The display shows AGENT LOGGED INTO ALL ACDS. You are logged into the ACD hunt group that does not use Agent IDs.

     If you were already logged in, the display shows ALREADY LOGGED INTO <*hunt group*>.

     If you are not a member of the entered hunt group, the display shows NOT AN AGENT IN THIS HUNT GROUP, and you hear repeating tones. Start over.

4. Hang up if off-hook. Repeat this procedure to log into additional ACD groups, if necessary.

When you log in to a group, you may be automatically connected to a call after you hear a short ring burst. If the ACD Agent ID Automatic Connect option is enabled for your hunt group and you are using a headset, you will be automatically connected. If this option is not enabled for your hunt group, the call will ring until you answer it or until it times out to another extension.

NOTE: Even if the ACD Agent ID Automatic Connect option is enabled, the first call you receive (after you log in or remove your endpoint from DND while logged in) will ring until you answer it. You will, however, be automatically connected to subsequent calls.

To log out of one or more ACD hunt group:

1. *EITHER,* Dial 3 2 8 to log out of all of your ACD hunt groups at once. The display shows AGENT LOGGED OUT OF ALL ACDS, and you hear a confirmation tone.

   OR, With or without the handset lifted, dial 3 2 7. One of the following displays will appear:

   - *If you were logged in to only one hunt group,* the display shows AGENT LOGGED OUT OF <*hunt group*>. The procedure is complete.
   - *If you were logged in to more than one hunt group,* the display shows AGENT LOGOUT ACD NUMBER. Dial the extension number of the desired ACD hunt group.
   - *If you were not logged in to any hunt group,* the display shows NOT LOGGED INTO ANY ACD GROUP.

2. Hang up if off-hook.

Ending an ACD Hunt Group Call

Each time you end an ACD hunt group call, a wrap-up timer is started. Until this timer expires, you will not receive another call through any ACD hunt group. You can, however, end the wrap-up session before this timer expires, as described below.

To terminate the ACD Agent wrap-up period before the timer expires:

With the handset in the cradle, dial 3 2 9.

NOTE: If you were not logged in to an ACD hunt group, the display shows CANNOT ACCESS RESERVED FEATURE.

Using E-Mail Reader

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INTRODUCTION

Enterprise Messaging (EM) is the voice processing system that provides advanced messaging features with the E-mail Reader feature. This section provides information and instructions about advanced mailbox tasks for users who have E-Mail Reader enabled for their mailbox.

If your mailbox does not have E-Mail Reader enabled, you have a standard voice mailbox (see page 7). The instructions for many voice mail tasks are identical for standard voice mailbox and advanced mailbox users, therefore, the instructions for these common mailbox tasks are not repeated in this section.

See the following pages for common mailbox tasks:

- Initializing your mailbox (see page 16)
- Recording your personal greetings (see page 17)
- Recording your voice mail directory name (see page 18)
- Accessing your mailbox (see)
- Disabling and enabling ASR (see page 35)
- Accessing voice mail messages (see page 36)
- Recording and sending voice mail messages (see page 39)
- Canceling unheard voice mail messages (see page 41)
- Changing your mailbox password (see page 49)
- Changing the call screening transfer method (see page 51)
- Programming a fax destination (see page 52)
- Changing the message search order (see page 53)
- Programming remote messaging (see page 54)
- Screening calls (see page 65)
- Using the voice mail directory (see page 70)

NOTE: For a voice mail flowchart for standard mailbox users, see page 109.

E-MAIL READER FEATURES

When E-Mail Reader has been enabled for your mailbox, you have the advanced mailbox. The advanced mailbox unifies your local voice mail messages and your remote fax and e-mail messages in one convenient location. E-mail Reader uses Text-to-Speech (TTS) capabilities to convert the text in an e-mail message to a **.wav** file. If E-Mail Reader is enabled for your mailbox, you can access voice mail, e-mail, and fax messages in your mailbox using your endpoint.

When you access an e-mail message in your mailbox, E-Mail Reader first announces your e-mail according to the envelope options that you set (see page 90). Then, after the envelope is played, E-Mail Reader reads the text in the body of the message. Once you have listened to your e-mail, you can access additional options to reply, forward, save, or delete the message (see page 85).

When you access a fax message, E-Mail Reader announces the fax envelope according to the envelope options that you set (see page 90). Because a fax message is received by your e-mail account as an attachment to an e-mail message in the form of a **.tiff** file, E-Mail Reader cannot read the text in the body of the fax. To view the fax and read it, you must access it from your e-mail account. With your advanced mailbox you can save, delete, and forward a fax (to another fax machine) using the available menu options, when prompted (see page 88).

USING YOUR ADVANCED MAILBOX

After you set up your mailbox (see page 16), you can use personal or system greetings to let callers know if you are out of town, on a call, etc. You can send messages to individuals and to a group of people if your voice mail administrator has programmed a name for the group. In addition, various options allow you to customize your mailbox, manage your messages, and screen your calls. To allow the system to retrieve e-mail and fax messages from your e-mail account, you must first set up your e-mail password (see page 83).

When you access your mailbox (see page 34), the system announces how many new and saved voice mail, fax, and e-mail messages you have in your mailbox. You can choose which type of message you want to access by selecting voice mail, fax, or e-mail from the main subscriber menu.

Main menu options include the following:

- **To access voice mail messages:** Say "Voice Mail" or press **1**.
- **To record voice mail messages:** Say "Record" or press **2**.
- **To access e-mail messages:** Say "E-Mail or press **3**.
- **To access personal mailbox options:** Say "Personal" or press **4**.
- **To access message options:** Say "Options" or press **5**.
- **To access facsimile messages:** Say "Facsimile" or press **6**.
- **To disable ASR (for that call only):** Say "Disable" or press **8**.

At any menu level, you can say "Cancel" or press ✱ to cancel or return to the previous menu or say "Accept" or press **#** to accept. For a voice mail flowchart for advanced mailbox users, see page 91.

NOTE: All of the menu options and instructions for using the advanced mailbox are presented as voice commands and numeric entries.

SETTING UP YOUR E-MAIL PASSWORD

When E-Mail Reader is enabled for your mailbox, the EM system prompts you to enter your e-mail password after you or your voice mail administrator does one of the following:

- Set up your mailbox (see page 16)
- Change your e-mail password for your e-mail client

To access your e-mail and fax messages from your advanced mailbox, you must set up your e-mail password. While completing the setup, you cannot use Automatic Speech Recognition (ASR) if it is enabled for your voice mail system. To prevent others from overhearing your password, you must use the dialpad digits on your endpoint to set up your e-mail password.

When setting up your password, the number of times you press a button determines which character is entered, as shown in the table on the following page. Notice that the capital letters and lower case letters require different button presses. As you press the buttons, the system announces the current character to you. For security reasons, it is recommended that you use the handset and not the speakerphone when you set up your e-mail password.

E-mail passwords are case-sensitive and your entry must match your e-mail password exactly. Also, your e-mail password cannot include any characters that are not included in the table on the following page and cannot exceed 40 characters. Check with your administrator if you encounter any difficulties setting up your e-mail password.

To enter your e-mail password:

NOTE: To repeat menu instructions, say "Help" or press 0 at any time.

ALSO: If you enter an incorrect password, or if you choose to skip setting a new E-Mail Reader password, the Main Menu E-Mail Reader Count option (see page 87) is automatically disabled to prevent having to hear the invalid password prompt for each subsequent login and to protect against being locked out of your e-mail account.

1. Access your mailbox as described on page 34. The system announces that it was unable to retrieve your e-mail and fax messages, and gives you the following options:
   - Say "Continue" or press # to access your mailbox without access to your e-mail messages.
   - Say "Password" or press 1 to enter your new e-mail password.
2. When prompted, enter your e-mail password using the dialpad digits, and then press #. (Refer to the table below for dialpad digit descriptions.)

   NOTE: For a description of special character locations, press 2.

3. Your new password is played. You have the following options:
   - Say "Accept" or press # to accept the password.
   - Say "Re-enter" or press 3 to erase and re-enter the password.

	NUMBER OF TIMES BUTTON IS PRESSED								
BUTTON	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**
1	1	-	&	(	)	_	space*		
2	a	b	c	2	‘	A	B	C	
3	d	e	f	3	!	D	E	F	
4	g	h	i	4	*	G	H	I	
5	j	k	l	5	#	J	K	L	
6	m	n	o	6	M	N	O		
7	p	q	r	s	7	P	Q	R	S
8	t	u	v	8	?	T	U	V	
9	w	x	y	z	9	W	X	Y	Z
0	0	@	:	.	,	/	+		

*Press 1 seven times for a blank space.

ACCESSING E-MAIL MESSAGES

NOTE: By default, the message lamp on your endpoint lights when you receive a new voice mail message. Although the lamp can be programmed for other functions, it cannot be programmed to indicate that you have received a new e-mail message.

E-Mail Reader does not distinguish between conventional e-mail messages and meeting invitations and responses. Therefore, e-mail messages and meeting messages (including invitations, cancellations, and responses) can all be accessed by selecting option three from the main menu.

When you access your e-mail messages, E-Mail Reader first announces the message according to the envelope options you select (see page 90). Then E-Mail Reader reads the text in the body of the message. Then you can replay the message, listen to the next or previous message, replay the message envelope, save the message, or delete the message. In addition, you can reply to the message or forward a copy to another recipient.

When you select the reply option, you are prompted to record a message and your reply is sent as an attachment in the form of a **`.wav`** file. If the e-mail has multiple recipients, you have the option of replying to just the sender, or to all of the recipients. When you forward an e-mail message, the e-mail is converted to a fax and forwarded to the fax destination telephone number you specify.

NOTE: The body of Outlook meeting messages contain links that E-Mail Reader interprets as text. These links are displayed if you are using a third-party mail application or Outlook Express, but they are hidden in Outlook.

EXAMPLE: Sally User's supervisor creates a Sales Team meeting invitation in Outlook and sends it to Sally. Sally accepts the meeting and in the body of her acceptance e-mail she writes, "I'm looking forward to attending." When Sally's supervisor access Sally's meeting acceptance using E-Mail Reader, the e-mail is announced according to the supervisor's e-mail envelope preferences. Then E-Mail Reader reads Sally's written response followed by the hidden link inserted by Outlook, "I'm looking forward to attending. Microsoft Outlook Web Access: http://TMS-NT-EVS01/Exchange/Sally_User/Inbox/Accepted%3A%20Sales%20Team%20Meeting-5.EML."

To access your e-mail with E-Mail Reader:

NOTE: To repeat menu instructions, say "Help" or press 0 at any time.

1. Access your mailbox as described on page 34.
2. Say "E-Mail" or press 3 to listen to your e-mail messages. Then select one of the following:
   - Say "New" or press 1 to listen to new messages.
   - Say "Saved" or press 3 to listen to saved messages.

   NOTE: You may experience a delay if you have a large number of e-mail messages in your in-box (for example, more than 500 messages).

3. After the e-mail envelope is played, E-Mail Reader reads the body text of the e-mail message. While you are listening to a message, you can use the following options:
   - Say "Skip" or press # to skip to the end of the recording.
   - Say "Back up" or press 1 to "rewind" a few seconds and replay the message.
   - Say "Pause" or press 2 to pause. Say "Continue" or press # to continue.
   - Say "Forward" or press 3 to skip ahead.
   - Say "Lower" or press 4 to lower the volume.
   - Say "Envelope" or press 5 to play the message envelope.
   - Say "Higher" or press 6 to raise the volume.
   - Say "Delete Message" or press 9 to delete the message.
   - Say "Cancel" or press * to return to the previous menu.
4. When E-Mail Reader has finished reading the e-mail you have the following options:
   - Say "Replay" or press 1 to replay the message from the beginning.
   - Say "Reply" or press 2 to reply to the message. If the e-mail message had more than one recipient, you have the following options:
     – Say "Everyone" or press 1 to reply to all recipients.
     – Say "Sender" or press 2 to reply to the sender.
     – Say "Hear" or press 3 to hear all recipients.

     NOTE: See page 39 for recording and delivery options.

   - Say "Forward" or press 3 to forward a copy of the message to a fax destination. Then say or enter the fax destination number. The system plays the fax destination number. Select one of the following:
     – Say "Yes" or press # to verify the number. The system announces that the fax is scheduled for delivery.
     – Say "No" or press * to start over.

NOTE: You cannot forward an e-mail message to a mailbox or group list. When you forward an e-mail message, the e-mail is converted to a fax and forwarded to the fax destination telephone number that you specify.

- Say “Previous” or press 4 to listen to the previous message.
- Say “Envelope” or press 5 to play the introductory message envelope (see page 90 for programming instructions).
- Say “Next” or press 6 to listen to the next message.
- Say “Save” or press 7 to save the message.
- Say “Delete Message” or press 9 to delete the message.

NOTE: You may be prompted to confirm deleting the message. Say “Yes” to delete the message or “No” to cancel the request to delete the message.

5. Hang up.

USING MAIN MENU E-MAIL READER COUNT

After you set up your E-Mail Reader account, the system announces the number of voice mail, e-mail, and fax messages you have each time you access your mailbox before you can listen to your messages. The voice prompt that indicates the number of **e-mail** and **fax** messages is the “Main Menu E-Mail Reader Count” option. (Voice mail message prompts are not included in Main Menu E-Mail Reader Count and will always be played when you access your mailbox.)

You can disable the Main Menu E-Mail Reader Count option in your mailbox. Disabling the Main Menu E-Mail Reader Count option defers e-mail and fax prompts **until** you select the E-Mail or Fax message option from the main menu. Disabling Main Menu E-Mail Reader Count does not disable E-Mail Reader. It only defers the voice prompts until the appropriate option is selected.

To disable or enable the Main Menu E-Mail Reader Count option:

1. Access your mailbox as described on page 34.
2. Say “Personal” or press 4 to select the Personal Options menu.
3. Say “More” or press 9 to select More Options.
4. Say “E-Mail Reader Count” or press 4 to select the E-Mail Reader Count toggle option.
5. *If E-Mail Reader Count is **enabled***, say “Disable” or press 1 to disable.
   *If E-Mail Reader Count is **disabled***, say “Enable” or press 1 to enable.
6. Hang up.

ACCESSING FAX MESSAGES

NOTE: By default, the message lamp lights when you receive a new voice mail message. Although the lamp can be programmed for other functions, it cannot be programmed to indicate that you have received a new fax message.

When you access a fax message using option six on the main menu, E-Mail Reader announces the fax message according to the envelope options that you selected (see page 90). E-Mail Reader does not have the capability to read the text in a fax. You can, however, save, delete, and forward a fax (to the fax number that you specify) using the associated options.

To access fax messages and the associated options:

1. Access your mailbox as described on page 34.
2. Say "Facsimile" or press 6 to access your fax messages. Then select one of the following:
   - Say "New" or press 1 to listen to new messages.
   - Say "Saved" or press 3 to listen to saved messages.
3. After the fax envelope is played, you have the following options:
   - Say "Forward" or press 3 to forward a copy of the message to another destination. Then say or enter the fax destination number. The system plays the fax destination number. Select one of the following:
     – Say "Yes" or press # to verify the number. The system announces that the fax is scheduled for delivery.
     – Say "No" or press * to start over.
   - Say "Previous" or press 4 to listen to the previous message.
   - Say "Envelope" or press 5 to play the introductory message envelope (see page 90 for programming instructions).
   - Say "Next" or press 6 to listen to the next message.
   - Say "Save" or press 7 to save the message.
   - Say "Delete Message" or press 9 to delete the message.

     NOTE: You may be prompted to confirm deleting the message. Say "Yes" to delete the message or "No" to cancel the request to delete the message.
4. Hang up.

RECOVERING DELETED MESSAGES

Recovering deleted messages varies based on media type. If you delete a voice mail message, you can retrieve it within a specific time frame (up to 24 hours, programmed by your voice mail administrator). The specified time frame for retrieving deleted e-mail and fax messages is determined by the Exchange administrator. Once you recover a deleted message, it is then restored to your saved-message queue. Deleted voice mail, e-mail, and fax messages that are not recovered within the specified time frames are automatically erased.

NOTE: Contact your system administrator if you want to know how long you have to recover deleted messages.

To recover deleted messages:

1. Access your mailbox as described on page 34.
2. Say "Options" or press **5** for Message Options.
3. Say "Recover" or press **2** to access undelete options.
4. Specify which media type you would like to recover. Your options are:
   - Say "Voice Mail" or press **1** to recover a voice mail message.
   - Say "E-Mail" or press **2** to recover an e-mail message.
   - Say "Facsimile" or press **3** to recover a fax message.
5. *EITHER,* Say "Listen" or press **1** to listen to your deleted messages and choose which ones to recover. After each message you can:
   - Say "Replay" or press **1** to replay the message.
   - Say "Reply" or press **2** to reply to the message.
   - Say "Forward" or press **3** to forward the message.
   - Say "Previous' or press **4** to listen to the previous message.
   - Say "Envelope" or press **5** to play the message envelope.
   - Say "Next" or press **6** to listen to the next message.
   - Say "Recover" or press **7** to recover the message.

   OR, say "Recover" or press **2** to recover all deleted messages.

   OR, Say "Purge" or press **3** to **permanently** delete all deleted messages.
6. Hang up.

CHANGING MESSAGE ENVELOPES

When you receive a voice, fax, or e-mail message, a message "envelope" is played. The envelope can include the time and date the message was left, the source of the message, and additional information that is associated with the media type. Common envelope options for voice mail, e-mail, and fax include:

- **Time and Date:** The time and date the message was received.
- **Source:** The source of the voice, e-mail, or fax message.

These envelope options vary by media type:

- **Length:** The recorded time, in minutes, for **voice messages**.
- **Subject:** The text in the subject field for **e-mail** messages.
- **Pages:** The number of pages included in the **fax** attachment.

By default, all of the envelope options are enabled for each type of message. However, you can change your envelope options, as described below.

To change and save your message envelope:

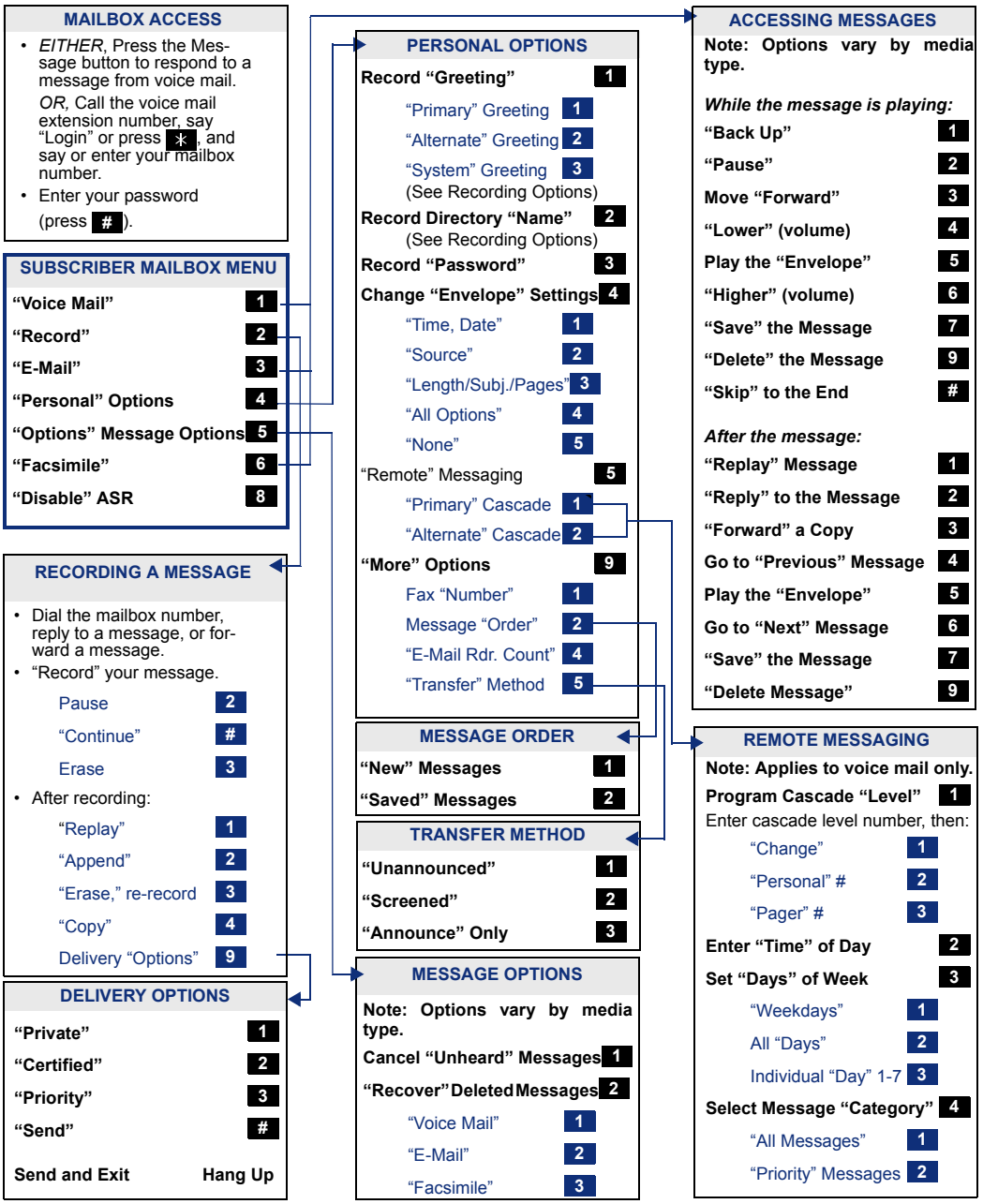
1. Access your mailbox as described on page 34.
2. Say "Personal" or press 4 to select the Personal Options Menu.
3. Say "Envelope" or press 4 to select the Message Envelope Options Menu.
4. Select the media type you would like to change:
   - Say "Voice Mail" or press. 1.
   - Say "E-Mail" or press 2.
   - Say "Facsimile" or press 3.
5. You can then do any of the following:
   - Say "Time, Date" or press 1 to enable or disable the time and date options.
   - Say "Source" or press 2 to enable or disable the message source option.
   - *For voice mail,* say "Length" or press 3 to enable or disable the message length option.

     For e-mail, say "Subject" or press 3 to enable or disable the subject option.

     For faxes, say "Pages" or press 3 to enable or disable the pages option.
   - Say "All Options" or press 4 to enable all options and return to the Personal Options Menu.
   - Say "None" or press 5 to disable the entire envelope and return to the Personal Options Menu.
   - Say "Accept" or press # to accept the changes.
   - Say "Cancel" or press * to return to the Personal Options Menu.
6. Hang up.

VOICE MAIL FLOWCHART (ADVANCED MAILBOX)

NOTE: In most menus, you can say "Cancel" or press * to return to the previous menu. Say "Accept" or press # to accept the option.



Learning More

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INTRODUCTION

If you want to know more about your endpoint and voice mail system, this is the section for you. With additional information and an FAQ, you should be able to find answers to most of your questions.

NOTE: Because the telephone system is very flexible and programmable, the procedures for using the features might vary slightly from the descriptions in this guide. If so, your trainer or system administrator can tell you how your system differs and how to use the features.

WHAT THE ADMINISTRATORS CAN DO FOR YOU

The administrators are the people to whom you should turn if you have any problems with your endpoint and/or voice mail. They have access to advanced programming features and can reset certain settings associated with your endpoint.

The types of administrators that can help you with your endpoint/voice mail are as follows:

- **System Administrator:** Performs certain telephone system functions, including:
  - Setting the date and time
  - Programming System Speed-Dial numbers
  - Making database changes, such as programming usernames, toll restriction, DND messages, and extension numbers
- **Voice Mail Administrator:** Performs tasks associated with the voice mail system, including:
  - Recording a broadcast message that is sent to all mailboxes at once
  - Performing mailbox maintenance (such as changing your password)
  - Customizing voice mail prompts

NOTE: For problems that are network-related, contact your network administrator.

If you are a system administrator or if you need additional information not available in this guide, refer to your system's administrator guide. If you are a network administrator, refer to the latest version of the *IP Devices Installation Manual* (part number 835.2195).

FREQUENTLY ASKED QUESTIONS (FAQS)

This section includes some of the most frequently asked questions. If you have problems with your endpoint or mailbox, refer to this section before you contact your system, voice mail, or network administrator or your local Inter-Tel provider.

Q1. *How can I retrieve messages if I don't know the password for my voice mail?*

A1. Try using your extension number, which is your default password. Or, maybe you don't have a password, in which case pressing # is all you need to do. If these options don't work, contact your system administrator, who can change or erase the password for you. You can then retrieve your messages and reset the password, if desired (see page 49).

Q2. *How do I change the time and date on my endpoint?*

A2. Only your system administrator can change the time and date. Contact your system administrator if you notice that the date and time are incorrect.

Q3. *How do I program System Speed-Dial numbers?*

A3. Only your system administrator can program System Speed-Dial numbers. You can, however, program up to ten Station Speed-Dial numbers (see page 56).

Q4. *How can I set the number of rings that are allowed before the call is sent to voice mail?*

A4. Only your system administrator can change the number of rings.

Q5. *How can I change the name displayed on my endpoint?*

A5. Only your system administrator can change the usernames assigned to extensions.

Q6. *Why can't I retrieve deleted messages?*

A6. The system may have erased your message. After a programmed amount of time has lapsed, up to 24 hours, the system automatically erases all deleted voice mail messages (see page 38). If you attempted to recover a deleted voice mail message within this time frame but you were still unsuccessful, your voice mail system may not have sufficient space programmed to store deleted messages. Or, your telephone system may not be using a software version that supports this feature. If you are attempting to recover a deleted e-mail or fax message (E-Mail Reader enabled) contact your voice mail administrator to see how long you have to recover deleted e-mail and fax messages.

Q7. *How do I scroll the display screen?*

A7. Press (the low end of the volume button) to scroll down or (the high end of the volume button) to scroll up.

Q8. *Why can't I program a Station Speed-Dial number to the button I want? It keeps saying that the button is non-programmable.*

A8. Your system administrator has programmed that button as a non-programmable button. Because you cannot override system programming from your endpoint, you must choose another button.

Q9. *Why don't the local telephone company star codes (i.e.*82, *69, etc.) work when I press* OUTGOING *or use the Outgoing Call feature code (*8 *by default) to call an outside number?*

A9. Rather than pressing OUTGOING or 8 to access an outside line, you must dial a Select Line Group number before you can use the star codes. For example, if your system is using the default Select Line Group numbers, dial 92001 to access that line. Once you have dial tone, you can dial the star code and the number.

Q10. *Why can't I use ASR to enter my e-mail password?*

A10. To prevent others from overhearing your password, you must enter it using the dialpad buttons on your endpoint. See page 83 for additional information about entering your e-mail password if E-Mail Reader is enabled for your mailbox.

Q11. *If my e-mail password expires for my e-mail client and I have to change it, do I also have to update it for my mailbox?*

A11. Yes. Whenever you change your e-mail password, you will be prompted to update it for E-Mail Reader. See page 83 for additional information about entering your e-mail password.

Q12. *Why don't I have e-mail and fax messages in my mailbox?*

A12. If your mailbox is the standard voice mailbox (see page 7), you will not receive e-mail and fax messages in your mailbox. To receive these types of messages, E-Mail Reader must be enabled for your mailbox. Check with your voice mail administrator to see if E-Mail Reader is enabled for your mailbox.

Q13. *Why do I get the wrong response when I try to complete a task by saying a command?*

A13. Several things affect the system's response to voice commands. One reason the system may not be responding to voice commands is that Automatic Speech Recognition (ASR) may not be enabled on your system. If your system's voice prompts do not include the option to "say" a command, then ASR is not enabled. See page 10 for additional guidelines for using ASR.

Q14. *Sometimes I experience audio problems on my endpoint such as echo, distorted sound, or choppiness. To whom do I report this?*

A14. The system has an audio diagnostics feature that users can access to diagnose audio problems. Contact your system administrator if you are having audio problems. If the Audio Diagnostics feature is enabled on your system, your administrator can provide you with instructions about how to use the audio diagnostics feature.

Q15. *Why can't I use one of the features described in this guide?*

A15. There are a few reasons why you might not be able to access the feature. Some possible reasons include:

- Your system software version may not support the feature. Check with your system administrator to see which software version your telephone system currently uses and if there are any features restrictions for your system.
- Your system administrator may not have enabled the feature for your endpoint.
- Your system administrator may have programmed your endpoint to block the feature.

Q16. *If I need further assistance, how do I get technical support?*

A16. First, contact the appropriate administrator (system, voice mail, or network) if you have a question that is not covered in this user guide. If you need further assistance, contact your local authorized Inter-Tel provider. Providers can be located using the Inter-Tel Web site at www.inter-tel.com. All Inter-Tel sales, service, and support are handled at the local level.

DEFAULT FEATURE CODES

Use the blank spaces below to enter custom feature codes, if necessary.

OUTSIDE LINE ACCESS CODES

ACCESS CODE NAME	ACCESS CODE	NEW CODE
Select Line Group 1-208	92001-92208*	
Automatic Route Selection	92000*	
Emergency Call	911 (999 in Europe)	
Outgoing Call	8	

*These defaults may differ depending on the software version.

EXTENSION NUMBERS

EXTENSION NAME	EXTENSION NUMBER	NEW NUMBER
Endpoint Extensions	1000-1999	
Hunt Groups	2000-2299	
Attendant	0	

General Feature Codes

FEATURE NAME	FEATURE CODE	NEW CODE
Account Code – Following Calls	391	
Account Code – Optional	390	
ACD Agent Log In	326	
ACD Agent Log Out	327	
ACD Agent Log In/Out	328	
ACD Agent Wrap-Up Terminate	329	
Agent Help Request	375	
Agent Help Reject	376	
Answer (Ringing Call)	351	
Audio Diagnostics	320	
Automatic Intercom Access On/Off	361	
Automatic Line Access On/Off	360	
Automatic Line Answer	350	
Background Music On/Off	313	
Call Forward All Calls	355	
Call Forward If Busy	357	
Call Forward If No Answer	356	
Call Forward No Answer/Busy	358	
Call Logging	333	
Conference	5	
Change Language	301	
Data	340	
Default Station	394	
Directory (IDS and Basic)	307	
Display Time And Date	300	
Do-Not-Disturb	370	
Do-Not-Disturb Cancel	371	
Do-Not-Disturb On/Off	372	
Do-Not-Disturb Override	373	
Enhanced Speakerphone Enable	310	
Feature Button Default	395	
Group Listen	312	
Handsfree On/Off	319	
Headset On	315	
Headset Off	316	
Headset On/Off	317	
Hold – Individual	336	
Hold – System	335	
Hookflash (Recall in Europe)	330	
Hunt Group Remove	322	
Hunt Group Replace	323	

FEATURE NAME	FEATURE CODE	NEW CODE
Hunt Group Remove/Replace	324	
Message	365	
LCD Contrast Control	303	
Message – Cancel Message Left	366	
Message – Cancel Message On Endpt.	368	
Message – Silent Message	367	
Microphone Mute On/Off	314	
Page	7	
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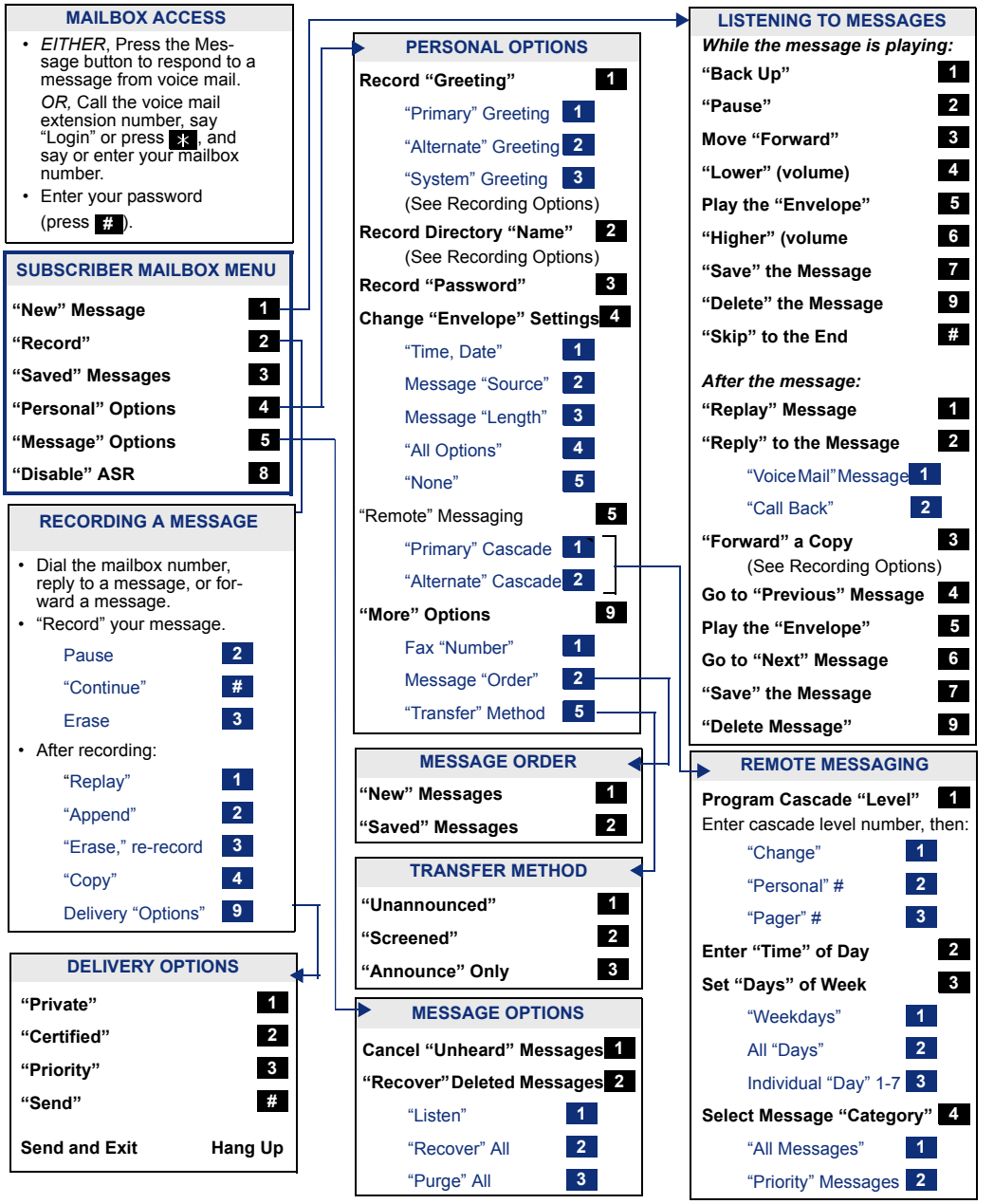
VOICE MAIL FLOWCHART (STANDARD VOICE MAILBOX)

NOTE: At any menu level, you can say "Cancel" or press ✳ to cancel or return to the previous menu or say "Accept" or press # to accept.



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